

West Orange Survey Of Older Adults: A Summary of Findings

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About CREEHS:

The Center for Research and Evaluation on Education and Human Services (CREEHS) is an independent University-based research and evaluation center housed within the College of Education and Human Services at Montclair State University. CREEHS conducts objective multi-disciplinary and multi-method applied research and evaluation to enhance program planning and outcomes in education, health, and human services; provides high quality evaluation training and education; and advances evaluation Science by bridging the expertise of researchers and practitioners. The Center provides services for school districts, institutions of higher education, government agencies, community-based organizations, and foundations to help them meet accountability and program improvement needs.

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INTRODUCTION

Aging in place is defined as the ability to live in one's own home and community safely, independently and comfortably, regardless of age, income or ability level. Aging in place initiatives are programs created specifically to address obstacles that may impede an older person from being a vital productive member of their community.¹ As the population in the United States ages, aging in place initiatives have become a focus in many communities throughout the nation.²

More than 13,000 residents of West Orange, New Jersey, or approximately 29% of the township's population, are aged 55 years and older, as of 2010. The proportion of West Orange residents who are 55 years or older has increased nearly 10% between 2000 and 2010 and it is expected to continue to increase over the next few decades.^{3,4} As a result, there is a need to adapt services and physical environments in the community to support older adults.

With funding from the Partners for Health Foundation, the Township of West Orange partnered with the Center for Research and Evaluation on Education and Human Services at Montclair State University to conduct a survey to better understand the characteristics, assets, needs and future plans of West Orange residents aged 55 years and older.

This survey was distributed, both in paper and online, throughout West Orange in fall 2017. This report summarizes the data collected through the survey and offers recommendations to inform future efforts by the Township of West Orange to support residents aged 55 years and older. The report focuses on community services and resources, transportation, housing, health, communication, as well as overall feelings and perceptions about West Orange and aging. Each section offers information on the identified assets and needs of these areas, followed by recommendations based on these findings.

¹ Ball, MS. Aging in Place: A Toolkit for Local Governments. ARC and Community Housing Resource Center. Available at: <http://www.aarp.org/content/dam/aarp/livable-communities/plan/planning/aging-in-place-a-toolkit-for-local-governments-aarp.pdf>.

² Farber, N. & Shinkle, D. (2011). Aging in Place: a State Survey of Livability Policies and Practices. National Conference of State Legislatures and AARP Public Policy Institute. Available at: <http://assets.aarp.org/rgcenter/ppi/liv-com/aging-in-place-2011-full.pdf>.

³ U.S. Bureau of the Census (2018). Census 2000 Summary File 1, Matrices P13 and PCT12.

⁴ U.S. Bureau of the Census (2018). Census 2010 Summary File 1, Matrices P13 and PCT12.

METHODOLOGY

In June 2017, the Township of West Orange commissioned the Center for Research and Evaluation on Education and Human Services (CREEHS) at Montclair State University (MSU) to conduct a survey of West Orange residents aged 55 years and older. The paper and online survey was administered to West Orange residents aged 55 years and older during August 2017 through October 2017.

SURVEY INSTRUMENT

CREEHS staff developed a survey protocol in collaboration with representatives from the Township of West Orange, including but not limited to staff from the West Orange Department of Health and Councilwoman Michelle Casalino. Survey questions addressed six dimensions of the West Orange community (Figure 1), asking respondents to indicate the availability and use of services, satisfaction with services and additional needs in each dimension. Questions were sourced from existing instruments such as the United States of Aging survey, the Community Assessment Survey for Older Adults, the AARP Survey of Community Residents and others. Where additional items were needed, the CREEHS team developed tailored questions to address the specific topics.

Figure 1. Community dimensions addressed by survey



To pilot the survey, the CREEHS team worked in collaboration with the Township of West Orange to bring together a small group (i.e., 5-10) of West Orange residents, aged 55 years and older, to take the survey and provide feedback on the instrument. The feedback was used to revise and/or delete questions to improve the readability of the survey.

The final survey consisted of 89 questions and took about 60 minutes to complete. The survey was made available in English and Spanish (Appendix 1 for the final instrument).

SURVEY RECRUITMENT AND ADMINISTRATION

The Township of West Orange administered the survey in paper and online, using a variety of recruitment methods. These included:

- posting news articles in local websites and media outlets (e.g., West Orange Chronicle, West Orange Department of Health website),
- including letters about the survey in municipal tax bills,
- sending emails with the online survey link to local listservs and
- posting community flyers around West Orange.

More targeted recruitment methods included presenting information about the survey, dropping off paper surveys, picking up paper surveys and/or providing computers for online survey completion at each of the following locations or agencies in West Orange.

- Four senior citizen apartment buildings
- Two senior citizen social groups
- West Orange Public Library
- West Orange Township Pool
- West Orange Recreation Department
- West Orange Health Center
- West Orange Department of Health and Welfare
- Various houses of worship
- West Orange Hispanic Foundation
- West Orange African American Organization

Moreover, to raise awareness about the survey, CREEHS staff collaborated with the Township of West Orange to conduct a training of survey ambassadors (i.e., volunteer community members). The training explained the logistics of survey distribution and information on the best ways to recruit

individuals to participate. The training was shared with staff from the Township of West Orange, which continued to train other community members to facilitate survey administration. For example, the Township of West Orange trained high school students on survey administration processes. Older adults in West Orange were invited to West Orange High School to complete the survey, and students were able to facilitate the process. All paper surveys were entered by the Township of West Orange staff and/or trained volunteers.⁵

SAMPLE

Estimates from the 2010 Census indicate that 13,200 adults (aged 55 years and older) live in West Orange. Allowing for a margin of error of approximately +/- 5%, CREEHS recommended surveying approximately 375 adults for this assessment. Overall, 813 individuals agreed to participate in the survey in paper or online. Of those, 753 were eligible, based on their age (i.e., 55 years and older) and place of residence (i.e., a resident of West Orange). The 753 eligible surveys represent approximately 6% of the West Orange population, aged 55 years and older. The margin of error for this survey is +/- 3.5%. Overall, survey respondents were an average of 70 years old and most frequently identified as white, female, with a graduate degree, and a household income of \$100,000 to \$149,999 per year (Appendix 1).

ANALYSIS

CREEHS staff analyzed the quantitative and qualitative data collected through the survey as appropriate. Descriptive statistics (e.g., frequency analysis, cross-tabulation) were used to analyze and summarize closed-ended survey items, using SPSS statistical software. Open-ended responses were content analyzed for common themes and key contextual information, using N-Vivo qualitative analysis software.

STRENGTHS AND LIMITATIONS

The assessment provided an opportunity for respondents to express their thoughts about the needs and assets of the Township of West Orange, from the perspective of a resident aged 55 years and older. These data provide information about the community dimensions that are working well and those that may need additional attention.

⁵ To ensure accurate data collection and data entry, CREEHS developed and hosted a training with West Orange Department of Health (DoH) staff, as well as community members, who were invited to participate by the DoH.

Key strengths of this assessment include the following:

- **Sample size:** The number of valid surveys completed (n=753) exceeded the goal of 375 surveys. Six percent of West Orange residents, aged 55 years and older, participated in the survey and provided their feedback about aging in West Orange.
- **Survey instrument:** The thorough nature of the survey provides information about a wide variety of community dimensions and topic areas. As an opportunity for residents to voice their opinions about West Orange, the survey addressed major aspects of life in West Orange. As a result, the data provide information that is likely to be relevant to various municipal government agencies and stakeholders.
- **Township of West Orange staff:** Staff at the Township of West Orange were committed to ensuring that residents had the opportunity to comment on the survey draft and were knowledgeable about the survey. They identified a variety of ways to recruit participants and leveraged resources to maximize community participation in the assessment.

This assessment also had limitations, which include the following:

- **Study design:** This assessment used a cohort study design and collected information from residents at one point in time. As a result, the ability to see change over time or to understand how preferences, use and satisfaction have evolved is limited. Further, findings are based only on data from surveys and do not include information from other sources, like interviews or focus groups. While surveys help to describe the breadth of experiences, they are limited in their ability to explain the depth and specific circumstances around such experiences.
- **Survey instrument length:** Although the thorough nature of the survey is a strength of the assessment, many respondents did not complete the survey in its entirety due to its length. In addition, it is possible that some eligible residents elected not to participate in the survey because of the time needed to complete it. As a result, the findings from the survey may be missing key information from individuals who have limited time.
- **Survey instrument language:** The survey was available to participants in English and Spanish. Data indicate, however, that other languages are also spoken in West Orange households (e.g., Italian, Greek). While the Township of West Orange leveraged the language department at West Orange High School to provide translation services for the survey, it is possible that the survey was not available to eligible residents in all languages needed.
- **Representativeness of the sample:** In comparison to Census data, the respondents that completed the survey:

- Underrepresented those aged 55 to 59 years and aged 80 and older
- Underrepresented males
- Underrepresented residents who identify as black or African American, Asian or Hispanic
- Underrepresented residents with a high school degree or less education

As a result the specific opinions and experiences of these groups of residents may not be represented in the findings.

COMMUNITY SERVICES AND RESOURCES

West Orange residents aged 55 and older were asked about various clubs, activities and services offered in the community. Respondents indicated the frequency with which they participate in these and their satisfaction with them. They were also asked to indicate the extent to which a variety of issues are problematic for them. Finally, respondents were asked to indicate their overall satisfaction in this area (Figure 2).

The following sections provide a summary of key findings about community services and resources, a more detailed description of the assets and needs identified by the assessment and a list of recommendations gleaned from the data. A complete summary of survey responses can be found in Appendix 1.

SUMMARY OF KEY FINDINGS

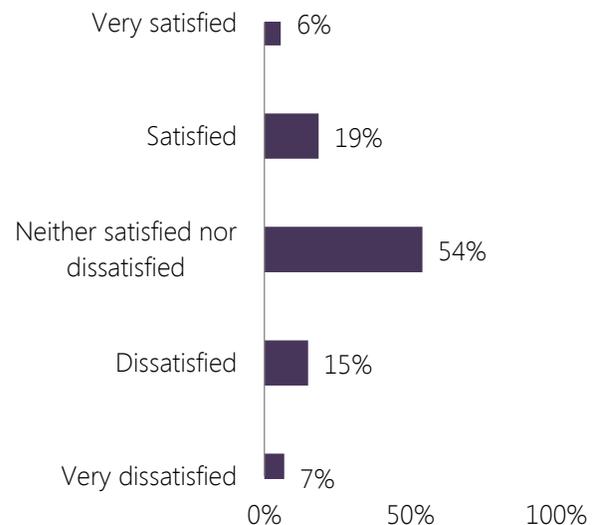
ASSETS

- Multitude of programs and services available, including the Library, Zoo/Ice Arena, Thomas Edison Museum
- Volunteer opportunities and meaningful/productive activities
- Willingness of residents to pay a small fee (i.e., \$5-\$10) for services

NEEDS

- Lack of awareness of available services and resources
- Issues around communication and promotion of services

Figure 2. Overall level of satisfaction with community services and resources (n=592)



ASSETS

The following areas were identified by survey respondents as assets to West Orange or aspects of the community services and resources that they preferred.

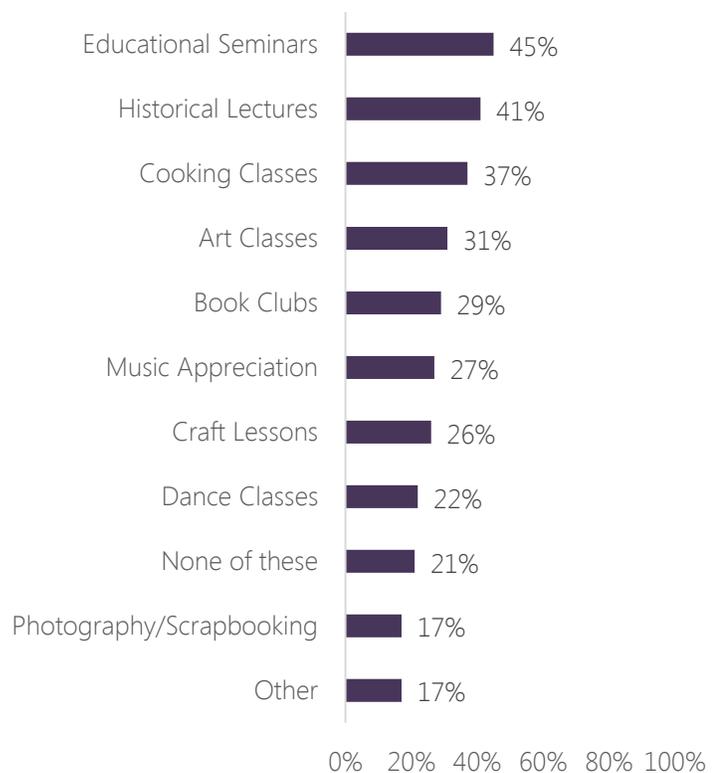
MULTITUDE OF PROGRAMS

Survey respondents identified several community services that are highly regarded.

- Nearly half of respondents (46%) indicated they use the West Orange Library for borrowing books or other materials.
- More than half responded they had visited the Essex County Turtle Back Zoo and Codey Ice Arena (56%) and the Thomas Edison Museum National Park (51%) "within the last year".
 - The majority of respondents (59%) rated the zoo and ice arena as "good" or "excellent" from their experience, as did nearly half (48%) in rating the Thomas Edison Museum National Park.

- Educational seminars (45%), historical lectures (41%) and cooking classes (37%) were services or programs that respondents most frequently indicated that they are interested in participating (Figure 3).
- Additionally, respondents most frequently indicated that they would participate in trips to the Montclair Art Museum (47%), Turtleback Zoo (41%) and the Edison Museum (39%).

Figure 3. Programs respondents would attend (n=647)



VOLUNTEER AND MEANINGFUL/PRODUCTIVE OPPORTUNITIES

Respondents were generally satisfied with the amount and type of volunteer or meaningful opportunities available in West Orange.

- More than one-fourth of respondents (27%) answered that “finding productive or meaningful activities to do” in West Orange is “not a problem”.
- One-fourth (28%) also indicated that “finding meaningful volunteer work” is “not a problem”.

FEES

The majority of respondents (57%) indicated they are willing to pay a small fee (i.e., \$5-\$10) for additional services in the community.

NEEDS

The following areas were identified by survey respondents as needs or areas for improvement related to community services and resources in West Orange.

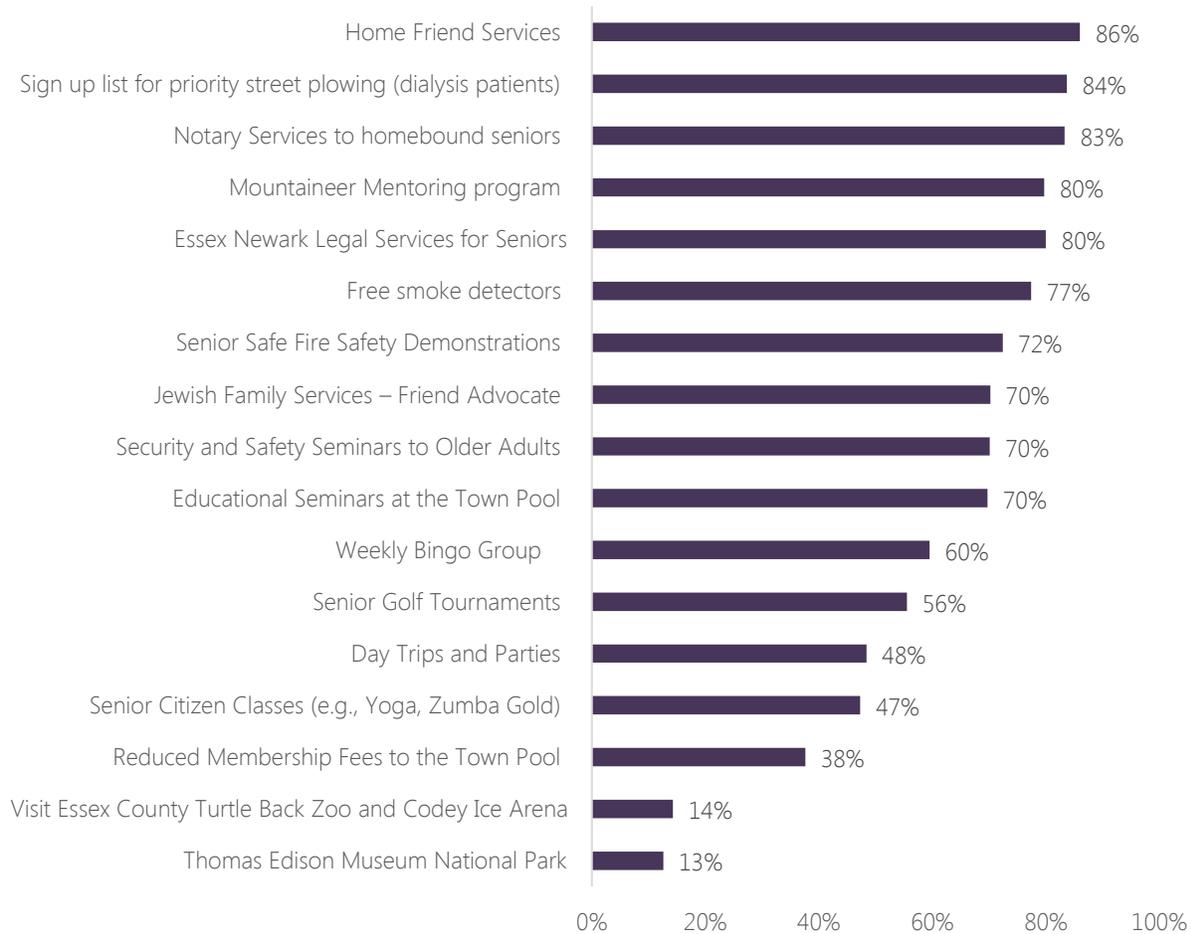
LACK OF AWARENESS OF AVAILABLE RESOURCES AND SERVICES

Overall, one-third of respondents (34%) indicated that they are not involved in any clubs or activities in West Orange. Although, there are a variety of available services and programs, many respondents indicated they are unaware of them (Figure 4).

Many respondents (61%) also reported that “not knowing what services are available to older adults in West Orange” is a “moderate” (21%) or “major” (40%) problem. For example:

- Nearly three-fourths (70%) indicated they are *unaware* of educational seminars being held at the pool.
- Respondents *most frequently* indicated that they were interested in participating in educational seminars (46%).

Figure 4. West Orange services that respondents were *not* aware of (n=638)



Additionally, the awareness of programs and services in West Orange varied by respondent age. Overall, younger respondents more frequently stated that they were unaware (i.e., “I have never heard of this”) of available services and resources than older respondents.

COMMUNICATION AND PROMOTION

The lack of awareness of existing West Orange services and resources may be due to another identified West Orange need: communication and promotion.

Respondents highlighted the need for communication of information from residents to the Township in addition to information from the Township to residents.

- Nearly half of respondents (46%) indicated that “feeling like your voice is heard in West Orange” is a “moderate” (19%) or “major” (27%) problem.

For example, some respondents noted that they want to be heard about the timing of activities offered. One senior made the recommendation to “please schedule activities in the evening, so that working seniors can participate.”

Promotion of services and resources was noted as an area for improvement in West Orange.

- Over one-third (41%) rated the “promotion and information about events” as “poor” (21%) or “very poor” (20%).

When given the opportunity to write in additional comments about community activities, the majority of seniors wrote about issues with communication. One resident disclosed, “I don't think West Orange is all that bad when it comes to providing senior services. I think those services could be promoted more effectively.”

“I believe the Township offers many programs for the various ages of our residents. Keeping people informed of these programs presents a problem”

- Survey respondent

RECOMMENDATIONS

The following recommendations are based on the survey data collected from West Orange residents aged 55 years and older. It is possible that programs and services addressing these recommendations already exist in West Orange and in these cases, these recommendations are intended to catalyze discussion and future action about how best to address the findings of this assessment.

1. Consider increasing or using alternative methods (e.g., bulletins, resource guide) for communicating services and activities to residents and for obtaining residents’ opinions.
2. Consider scheduling and promoting more trips to the highest rated places (e.g. library, zoo/ice arena) to encourage resident participation and maximize community resources.
3. If there are funding limitations, consider charging small service fees to fund desired services or programs.
4. Consider creating more regular opportunities for older residents to share their opinions and views about how services and resources are promoted and implemented (e.g., hours, transportation).

TRANSPORTATION

Residents aged 55 and older were asked about the various modes of transportation used in West Orange. Respondents indicated the frequency with which they use various types of transportation and their satisfaction with them. Respondents also were asked about walkability and the best ways to get around town. Finally, respondents were asked about their overall satisfaction in this area (Figure 5).

The following sections provide a summary of the key findings about transportation, a more detailed description of the assets and needs identified by the assessment and a list of recommendations gleaned from the data. A complete summary of survey responses can be found in Appendix 1.

SUMMARY OF KEY FINDINGS

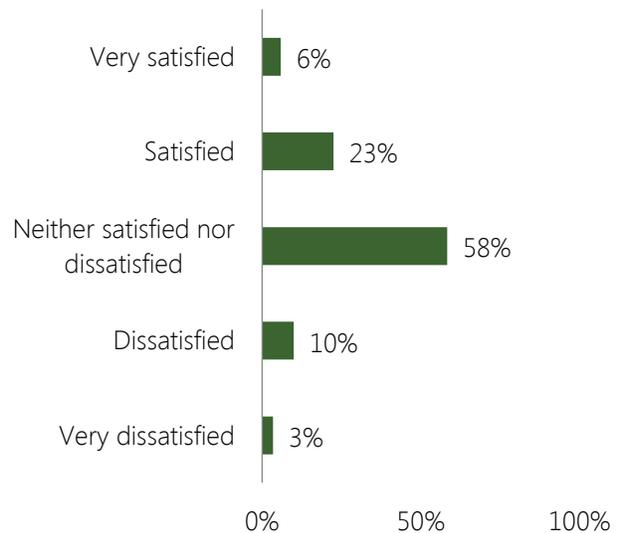
ASSETS

- Mobile and driving population
- Easy to get around West Orange

NEEDS

- Safety concerns, including quality of sidewalks and crossing at intersections
- Lack of walkable destinations
- Lack of parking in downtown West Orange
- Lack of knowledge of schedules for local public transportation options

Figure 5. Overall level of satisfaction with transportation (n=551)



ASSETS

The following areas were identified by survey respondents as assets to West Orange or aspects of transportation in the community that they preferred.

MOBILE AND DRIVING POPULATION

The large majority (83%) of respondents indicated they drive themselves daily.

- Most respondents (81%) rated the experience of driving themselves as “good” (21%) or “excellent” (60%).
- Nearly half (42%) indicated that “walking is too hard, I’m not able to go far enough” is “not a problem” for them.

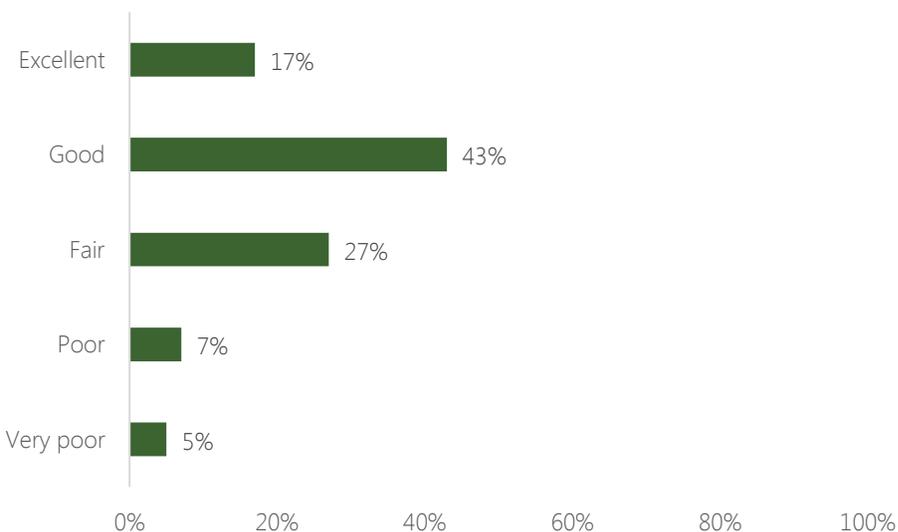
EASE OF GETTING AROUND

Overall, respondents indicated that it is relatively easy to get around West Orange.

- Nearly two-thirds of respondents (60%) rated the ease of getting around in West Orange as “good” (43%) or “excellent” (17%) (Figure 6).
- 58% reported there are no particular locations they find “difficult or impossible to get to”.

It is important to note that respondents may perceive it easy to get around West Orange due to the fact that the great majority drive.

Figure 6. Ease of getting around (n=552)



NEEDS

The following areas were identified by survey respondents as needs or areas for improvement related to transportation in West Orange.

SAFETY CONCERNS

While respondents indicated driving themselves regularly and able get around West Orange, many highlighted that the infrastructure to support walking is an area for improvement.

- The majority (51%) of respondents indicated that there are “no sidewalks” or that “sidewalks are in poor condition” as a “moderate” (23%) or “major” problem (28%).
- Nearly half (44%) identified “crossing intersections is too dangerous” as a “moderate” (18%) or “major” problem (26%).

“There are many streets with no sidewalks and many sidewalks are not well maintained and I have a fear of tripping and falling”

- *Survey respondent*

Many respondents commented about the sidewalk conditions in West Orange. They emphasized a lack of sidewalks, even on busy roads, and that there are a lot of sidewalks that are in poor condition. A resident shared: “West Orange is not conducive to walking if you live off of Northfield Avenue due to the lack of sidewalks on Northfield making it difficult to reach areas where there are stores and activities. Also, lack of sidewalks on roads like Pleasant Valley Way and Prospect make it dangerous to walk on those roads.”⁶

Many respondents feel it is unsafe to walk because of traffic and crosswalk concerns. Respondents cited the lack of street lights, lack of crosswalks on major roads and the high volume of traffic as the source of these safety concerns. One senior wrote, “the intersection of Northfield and Main is highly dangerous due to motorists not yielding to pedestrians” and another wrote, “traffic makes things too congested and unsafe.” In order for seniors to feel safer to walk in West Orange, the sidewalk and traffic issues could be explored.

⁶ It is important to note that some of the roads respondents mentioned in the survey are county roads rather than municipal. As a result, Essex County has jurisdiction and authority over the status of these roads.

LACK OF WALKABLE DESTINATIONS

In addition to safety concerns related to walking in West Orange, respondents also indicated that there are few destinations to which they walk.

- Nearly half (49%) of survey participants rated that “everything is too far away” as a “moderate” (21%) or “major” (28%) problem.
- About one-third (37%) indicated a lack of places to rest as a “moderate” (19%) or “major” (18%) problem.

One resident stated, “I do think that this is not a ‘walking town.’ There is no truly functional downtown with useful stores and services.” Another senior wrote “This is not really a walking town, including not having a downtown to park and walk to places to eat and see a show.”

“I’m perfectly able to get around on my own, only issue is parking, it can be hard to find a spot, even 4 or 5 blocks away from where I’m going”

- Survey respondent

LACK OF PARKING IN DOWNTOWN

When asked to explain overall satisfaction with transportation in West Orange, respondents who drive explained that finding parking is the biggest concern they have and the main issue is in the downtown area. Many respondents find one of the main problems when they travel downtown is finding a place to park. One respondent stated that “Driving through “downtown”, i.e. on Main Street, is a nightmare. When I first moved here, I could not believe there were cars parked in a lane used for driving.” There is a need for more adequate parking options, especially downtown.

LIMITED KNOWLEDGE OF SCHEDULES FOR LOCAL TRANSPORTATION

Respondents indicated that they did not use the public transportation services in West Orange because they did not have the information needed to use the services. In particular, respondents were unsure about the schedules for the jitney. One resident wrote, “I don’t know how to find information on the jitney, senior transport systems. I’ve looked online but can’t really locate where they provide this info.”

RECOMMENDATIONS

The following recommendations are based on the survey data collected from West Orange residents aged 55 years and older. It is possible that programs and services addressing these recommendations already exist in West Orange and in these cases, these recommendations are intended to catalyze discussion and future action about how best to address the findings of this assessment.

1. Consider increasing the availability and expanding methods of distribution of schedules for public transportation services, such as the jitney and other senior transportation services.
2. Coordinate and lead opportunities for assessing and addressing the location of missing sidewalks and the condition of existing sidewalks.
3. Explore options and implement additional safety measures for crossing at intersections (e.g., walkability audit, repainting lines, increased crossing time).
4. Consider where additional parking can be added, particularly in the downtown area, or alternative transportation to local places (e.g., shuttle buses from further parking lots).

HOUSING

Survey respondents were asked about the housing options in West Orange and their current living arrangements. Specifics regarding aging and living alone were asked as well. The survey also probed respondents about their planned future living arrangements. The extent to which various aspects of housing, such as taxes, are a problem were examined. Finally, respondents were asked about their overall satisfaction in this area (Figure 7).

The following sections provide a summary of the key findings about housing, a more detailed description of the assets and needs identified by the assessment and a list of recommendations gleaned from the data. A complete summary of survey responses can be found in Appendix 1.

SUMMARY OF KEY FINDINGS

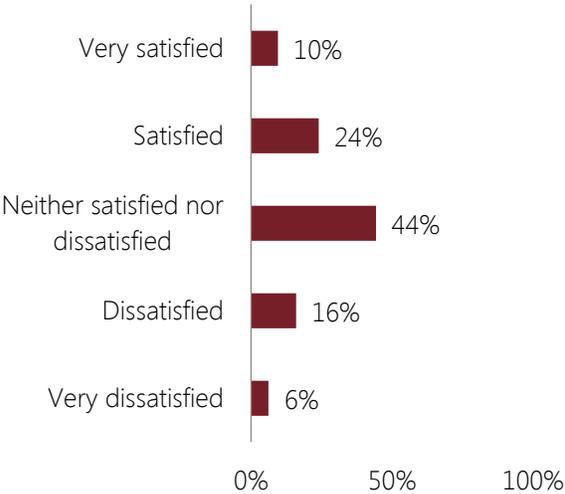
ASSETS

- Desire to stay in West Orange in their own homes
- Feeling safe and secure

NEEDS

- High taxes
- Limited options for affordable housing (e.g., condos, smaller homes, single level homes)
- Need for home improvement services, such as landscaping and snow removal

Figure 7. Overall level of satisfaction with housing (n=551)



ASSETS

The following areas were identified by survey respondents as assets to West Orange or aspects of housing in the community that they preferred.

DESIRE TO STAY IN WEST ORANGE IN THEIR HOMES

The majority of respondents indicated that they would like to stay in West Orange and their current homes as they grow older.

- More than half (59%) of respondents reported that they are “very” (35%) or “somewhat” (24%) likely to stay in West Orange throughout their retirement.
- Nearly all (93%) respondents rated living in their own home as they age as “extremely” (76%) or “very” (18%) important to them.
- More than half (52%) of respondents plan on staying in their homes over the next 10 years.
- The majority (73%) indicated they can handle “all” (45%) or “most” (27%) of their home maintenance needs at this time.

Of note, the ability to handle the maintenance needs of a home varied by age. Older respondents more frequently indicated that they could “not handle the maintenance needs of their home” than did younger respondents.

Respondents’ overall desire to remain in West Orange through retirement, may be due, in part, to its geographic location. Respondents noted that there are a variety of activities and resources that are nearby or in West Orange. In addition, the municipality is in close proximity to highways and there are mass transit options which make traveling easy. Residents described that they like how close West Orange is to New York City.

“Location. Close to lots of cultural, social, recreational and educational opportunities”

- *Survey respondent*

“Location to New York, location to major highways and airport”

- *Survey respondent*

SAFETY AND SECURITY

Most respondents indicated that felt safe in West Orange.

- 85% of respondents rated the safety of the area they live in as “excellent” (20%), “good” (40%) or “average” (26%).
- Additionally, when asked to rate the safety and security of the building where they live, many (72%) rated it as “excellent” (23%), “good” (35%) or “average” (14%).

NEEDS

The following areas were identified by survey respondents as needs or areas for improvement related to housing in West Orange.

HIGH TAXES

Almost all respondents (90%) indicated high taxes are a “moderate” (12%) or “major” (78%) problem in West Orange. Respondents expressed that it will be difficult to stay in West Orange throughout their retirement because of the taxes. Many believed that they should not have to pay school taxes because they do not have any children in the school system. They also felt that school taxes should not continue to rise. One resident stated “Property taxes are a major problem and might cause me to think about moving at some point if they keep going up. The schools must stop raising their portion of the taxes!”

“Property Tax is too high. That's a major reason why we're consider moving away from the area”

- Survey respondent

“As much as I love my house and neighborhood since I am retired the taxes are becoming too expensive for me to afford to stay here.”

- Survey respondent

LIMITED AFFORDABLE HOUSING OPTIONS

As previously mentioned, many respondents would like to stay in West Orange, but due to expenses in their current homes or expenses related to moving into an alternative space as they age, staying in West Orange may be challenging.

- About half (51%) of those who responded rated “housing options are not affordable” as a “moderate” (18%) or “major” (33%) problem.

“Affordable condos with first floor master bedroom should be built”

- Survey respondent

- One-third (30%) indicated the affordability of housing options that meet their needs in West Orange is “poor” (17%) or “very poor” (13%).

Respondents indicated that the “rising real estate costs make it impossible to afford on a fixed income.” Many respondents noted that they would like smaller, more affordable, one-level condos and apartments because they no longer have the need for large multilevel houses. There is a need for more affordable housing for seniors, as the cost of living is too high for them to remain in West Orange as they grow older.

NEED FOR HOME IMPROVEMENT SERVICES

Several respondents noted that would like more options for affordable home improvement services including snow removal, home maintenance and landscaping services. One resident made the recommendation, “Perhaps the town could help with maintaining lawn in summer and shoveling snow in winter with young volunteers from the school system.”

“It would be nice if the township can help with small landscaping for seniors at a reasonable fee for fixed income”

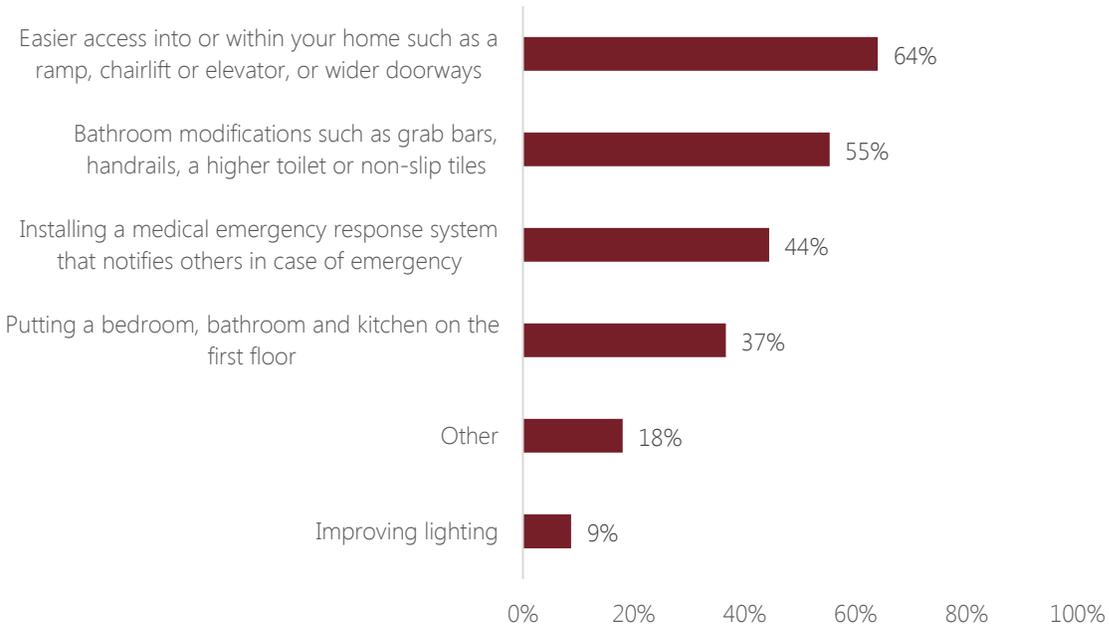
- *Survey respondent*

The majority of survey respondents were not aware of the existing home improvement services made available in West Orange. For example, 65% of respondents “never heard of” West Orange providing assistance with the placement of fire safety equipment (e.g., smoke detectors, fire extinguishers) and 82% “never heard of” West Orange facilitating minor home repair services.

In addition to everyday home improvement and maintenance services, respondents suggested that larger home modifications may be needed in order for them to stay in their home and live independently in the future.

- Two-thirds (67%) indicated that they are “unsure” (9%) or “do not feel” (58%) that “their home is suitable if they develop any physical limitations.”
- “Creating easier access into and within the home” (64%) and “modifying bathrooms” (55%) were the most frequently anticipated home modifications that would be needed to enable respondents to continue to live in their homes (Figure 8).

Figure 8. Home modifications needed (n=322)



RECOMMENDATIONS

The following recommendations are based on the survey data collected from West Orange residents aged 55 years and older. It is possible that programs and services addressing these recommendations already exist in West Orange and in these cases, these recommendations are intended to catalyze discussion and future action about how best to address the findings of this assessment.

1. Consider increasing the promotion of existing West Orange services for home improvement or home maintenance (e.g., snow removal, home improvement, landscaping) to ensure that residents who need these services know they exist and how to access them.
2. Explore opportunities available to offset the cost of taxes for senior residents. This may include home sharing programs for older adults, providing assistance to complete low-income tax credit applications or other efforts.
3. Research, plan and identify opportunities to increase the inventory of one-level apartments, condos or other smaller housing arrangements for older adults in West Orange.

HEALTH

West Orange residents aged 55 and older were asked about their physical and mental health, including food insecurity and activity level. They also responded to questions about their use and overall rating of various health services available in West Orange. The affordability and availability of health programs and services were surveyed as well. Finally, respondents were asked about their overall satisfaction in this area (Figure 9).

The following sections provide a summary of the key findings about health services in West Orange, a more detailed description of the assets and needs identified by the assessment and a list of recommendations gleaned from the data. A complete summary of survey responses can be found in Appendix 1.

SUMMARY OF KEY FINDINGS

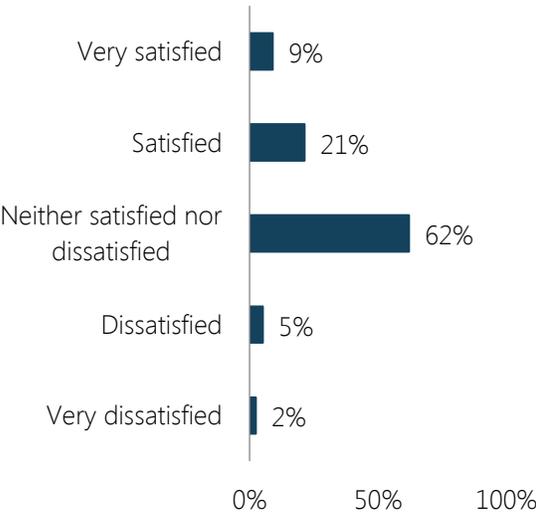
ASSETS

- Most perceive their health to be good compared to peers
- Physically active population (physically active 5+ days a week)
- Healthcare services in the community are widely available and well-maintained

NEEDS

- Lack of knowledge of health services available
- Portion of the population that is food insecure
- Limited options for transportation to doctors' appointments

Figure 9. Overall level of satisfaction with health services (n=501)



ASSETS

The following areas were identified by survey respondents as assets to West Orange or aspects of the health services available in the community that they preferred.

POSITIVE PERCEPTIONS OF HEALTH

In rating their health, most survey respondents (83%) indicated they rate their personal health as “good” (49%) or “excellent” (35%) compared to their peers.

Also, when asked if physical well-being or mental health has been a barrier to accomplishing or participating in usual activities, most said it did not interfere (77% and 83%, respectively).

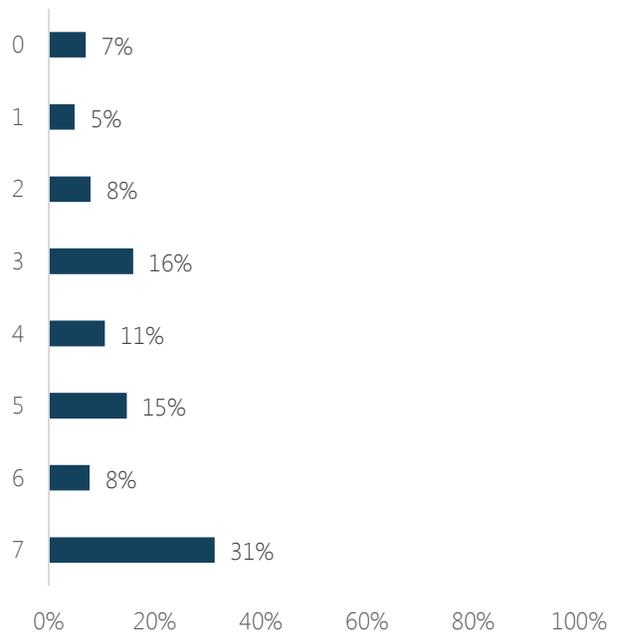
PHYSICALLY ACTIVE POPULATION

The majority (54%) of respondents reported they are physically active 5 or more days per week (Figure 10). As previously mentioned, respondents indicated that in the last month, physical and mental health needs were not a barrier to accomplishing these regular activities.

In addition to being physically active, respondents indicated that they are able to be active independently.

- 96% of respondents said they do not need assistance with activities including eating, dressing, grooming, bathing, or walking.

Figure 10. Average number of days of physical activity per week (n=546)



HEALTHCARE SERVICES AVAILABLE AND WELL-MAINTAINED

Respondents highlighted that there are a variety of quality healthcare services available to them in and around West Orange.

- The majority (54%) of respondents reported conveniently located physicians/clinics are “not a problem” in West Orange.
- Almost half (49%) indicated conveniently located emergency care centers are “not a problem”.
- 61% of respondents rated the hospitals and health care facilities being well-maintained as “not a problem”.

Respondents described a variety of options for healthcare services. For example, one senior wrote, “Being on the edge of Livingston and St Barnabas, there is an abundance of healthcare providers and services easily accessible.” In general, residents are satisfied with the variety and accessibility of healthcare services available.

“West Orange is fortunate in having a wealth of medical services available as well as St. Barnabas nearby. All my doctors are very local.”

- Survey respondent

NEEDS

The following areas were identified by survey respondents as needs or areas for improvement related to health services in West Orange.

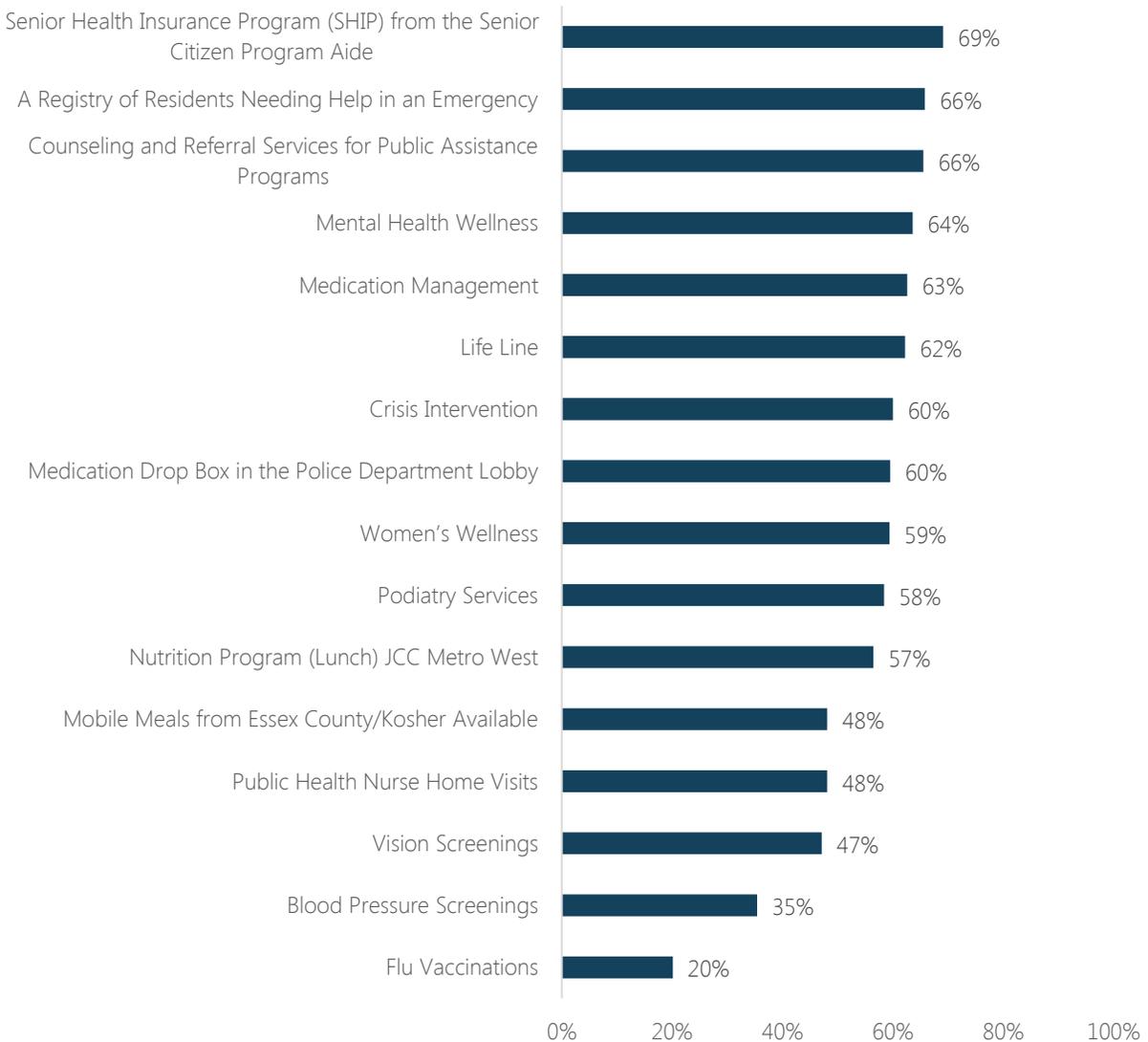
LACK OF KNOWLEDGE OF HEALTH SERVICES AVAILABLE

Generally, most survey respondents were not aware of the healthcare services offered and/or provided by the Township of West Orange (Figure 11). Most frequently, respondents “had never heard” of West Orange providing or offering the Senior Health Insurance Program (69%), the registry of residents needing help in an emergency (66%) and counseling and referral services for various benefits (66%).

“The medication drop box is not advertised on the paperwork that pharmacy like CVS gives out - the website they advertise, that shows all places where to safely drop medication, shows Livingston PD as the closest.”

- Survey respondent

Figure 11. West Orange healthcare services that respondents were *not* aware of



FOOD INSECURITY

While the majority of respondents indicated that they have enough food and are able to afford their food, some respondents reported that they “often” or “sometimes” experience difficulty affording enough food.

- 17% of respondents reported that they “often” or “sometimes” have trouble affording balanced meals
- 11% “often” or “sometimes” run out of food
- 11% “often” or “sometimes” rely on low-cost foods
- 9% “often” or “sometimes” cut meals sizes or skip meals

LIMITED OPTIONS FOR TRANSPORTATION TO APPOINTMENTS

Survey respondents noted that transportation to medical and health-related appointments was problematic for those who do not drive. Although the majority of survey respondents do drive, for the 17% of respondents who do not drive themselves, traveling to medical facilities was a major issue for them. One senior commented, “A lot of doctors have moved over to the medical complex on South Orange Ave including my primary doctor and the senior bus will not take us there. That causes me to not see my doctor as often as I should since I have to find another way there.” The lack of transportation options prevents some respondents from accessing health care services.

“Transportation to get to health services, especially in neighboring towns, is problem”

- Survey respondent

RECOMMENDATIONS

The following recommendations are based on the survey data collected from West Orange residents aged 55 years and older. It is possible that programs and services addressing these recommendations already exist in West Orange and in these cases, these recommendations are intended to catalyze discussion and future action about how best to address the findings of this assessment.

1. Consider offering more or promoting existing services and programs related to physical activity to meet the health-related interests of residents.
2. Consider increasing the number of health-related educational courses offered to meet the health-related interests of residents.
3. Develop and distribute a directory of West Orange’s health-related services for residents through various modalities (e.g. paper, electronic).
4. Collaborate with community partners, such as food pantries, houses of worship and others, to identify and provide meals to older adults who may be experiencing food insecurity.
5. Identify and implement transportation strategies that residents may use to travel to healthcare-related appointments. This may include taxi voucher programs, subsidized Uber rides, developing a transportation hotline for residents to call and others.

COMMUNICATION

Survey respondents were asked about communication and how informed they are about programs and activities in West Orange. They were asked about their preferences for receiving communication, including language and media type. Respondents were asked about their overall satisfaction in this area (Figure 12).

The following sections provide a summary of the key findings about communication, a more detailed description of the assets and needs identified by the assessment and a list of recommendations gleaned from the data. A complete summary of survey responses can be found in Appendix 1.

SUMMARY OF KEY FINDINGS

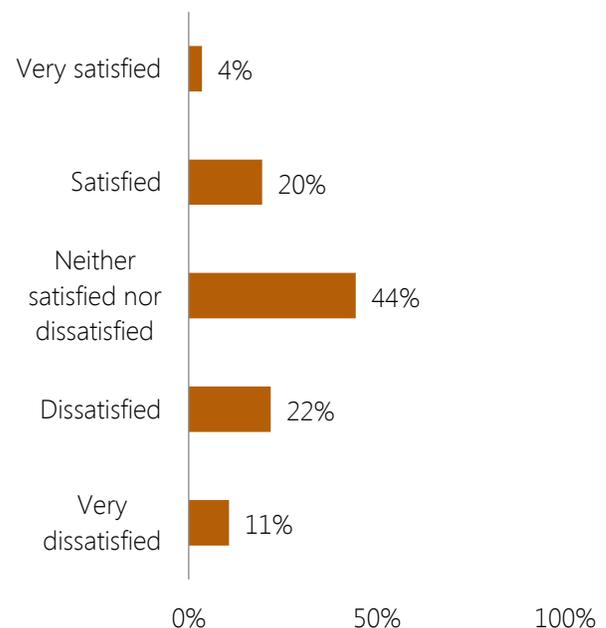
ASSETS

- Residents use and have access to computers
- Communication through word of mouth
- The newspaper, radio, and TV facilitate communication of programs and services
- Positive perception of communication that is available

NEEDS

- Residents consider themselves uninformed
- Centralization of resource and program information

Figure 12. Overall level of satisfaction with communication (n=513)



ASSETS

The following areas were identified by survey respondents as assets to West Orange or aspects of communication in West Orange that they preferred.

COMPUTER USE AND ACCESS

Respondents indicated that they have regular access to a computer and the internet.

- 90% of respondents noted that they have computer access for email and internet.
- The most frequently mentioned places where respondents reported they accessed a computer or the internet are at their homes (97%) and on their mobile phones (54%).

Additionally, most (89%) of the individuals who stated they have access, indicated that they use a computer daily.

COMMUNICATION THROUGH WORD OF MOUTH

Nearly half (48%) of survey respondents indicated that they receive their information about resources, activities and services from their “friends and family (word of mouth)”. In addition, one-third (32%) of respondents reported that “feeling unconnected in the community” is “not a problem” in West Orange. These data suggest that respondents are connected to others in their community and that word of mouth communication may be particularly effective at sharing information.

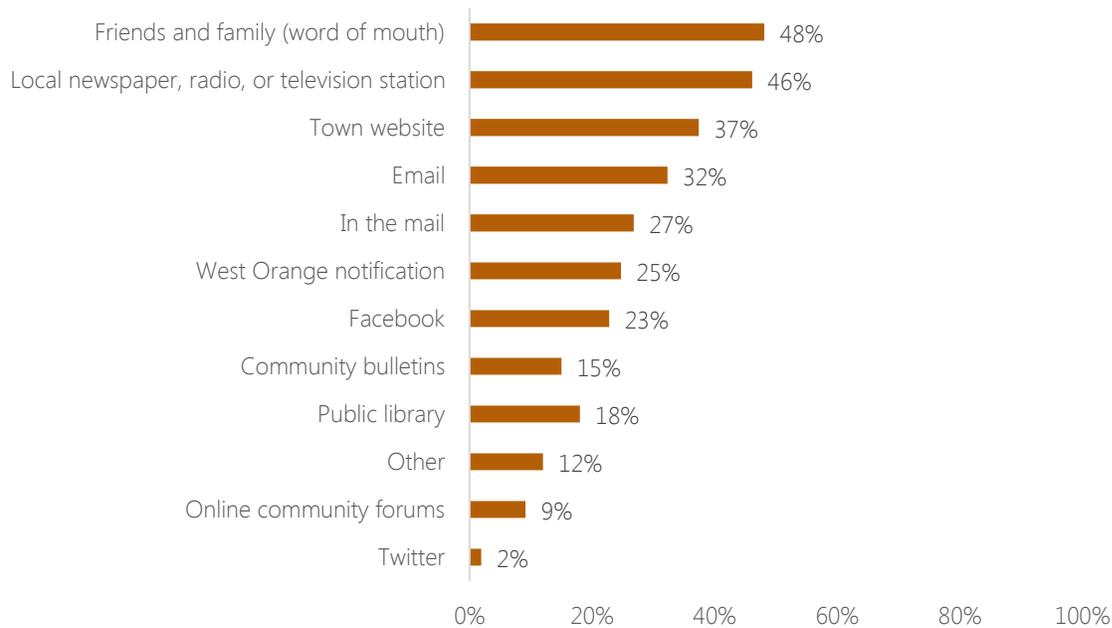
“Satisfaction is attained through local newspaper and word of mouth”

- Survey respondent

PRE-EXISTING GOOD COMMUNICATION OUTLETS

In addition to word of mouth for facilitating communication about services to the community, the local newspaper, radio, or television, as well as the town website were frequently mentioned methods for receiving information (Figure 13). In particular, the West Orange Chronicle was frequently noted and well-regarded by respondents.

Figure 13. Sources of information for resources, activities, and services for adults aged 55+ (n=514)



POSITIVE PERCEPTION OF AVAILABLE COMMUNICATION

Respondents rated various aspects of information sharing in West Orange. Overall, when respondents obtained information about West Orange services, they rated these communications positively. For example:

- 40% of respondents rated as “excellent”, “good” or “average” that they receive reliable information about West Orange resources for older adults; 22% indicated that this did not apply.
- More than one-third (40%) also rated the ease of readability of print information as “excellent”, “good” or “average”; 33% indicated that this did not apply.

When asked to make additional comments on communication, respondents described actively looking for information and generally being satisfied with what they obtained. These data suggest that some information may be available for residents, however it may be difficult to find once the need arises for the information.

“The information is there and it’s up to me on what I choose to use or not use”

- Survey respondent

NEEDS

The following areas were identified by survey respondents as needs or areas for improvement related to communication in West Orange.

RESIDENTS CONSIDER THEMSELVES UNINFORMED

Despite rating communication about West Orange services to be average or better, respondents reported feeling uninformed about such services for older adults.

- 57% of respondents indicated they feel “very uninformed” (23%) or “uninformed” (34%) about services and activities for older adults in West Orange, whereas 21% felt “very informed” (5%) or “informed” (16%).

“I have very little knowledge of any programs for people over 55. If I do learn of something I learn about it too late. I would like a comprehensive resource guide for seniors in WO - then I could be proactive”

- Survey respondent

Many respondents described that they were unaware of the resources that exist in West Orange and explained that they were not receiving this information from the town. These data support previously reported findings that respondents were unaware of existing services in West Orange. These data further reinforce that residents would like more active forms of communication and information sharing from the Township of West Orange.

CENTRALIZATION OF INFORMATION

West Orange residents who responded to the survey were asked about informational resources they would be interested in receiving in West Orange.

- 79% of respondents indicated a desire for a “comprehensive resource guide for residents age 55 and older”.
- 71% are interested in a “community calendar for those aged 55 and older”.
- 27% of respondents are interested in an “automated community information source, such as toll-free telephone number”.
- 11% were not interest in receiving any informational resources.

“I would like to get more notifications via e-mail about all of these services. Getting a comprehensive pamphlet that details the available services would be great to keep as a reference.”

- Survey respondent

RECOMMENDATIONS

The following recommendations are based on the survey data collected from West Orange residents aged 55 years and older. It is possible that programs and services addressing these recommendations already exist in West Orange and in these cases, these recommendations are intended to catalyze discussion and future action about how best to address the findings of this assessment.

1. Ensure websites and advertisements of West Orange services and programs are mobile friendly to ensure that older adults obtaining information on their mobile phones can easily access these sources.
2. Develop and distribute a centralized resource guide that includes services, programs and activities available to West Orange residents aged 55 years and older. Consider including contact information for additional details.
3. Develop and distribute a community calendar for those ages 55 and older. Consider making it available both online and in print through the newspaper and in key community locations (e.g., library, zoo).
4. Expand the use of existing communication assets, such as the West Orange Chronicle, television stations, radio stations and other methods.
5. Research and identify individuals and agencies that service as informational hubs in West Orange. It may be useful to target communication of events and services to these individuals or agencies so that they can continue to share the information through word of mouth.

OVERALL

Survey respondents were asked about how they feel about West Orange as a place to live, their preparedness to age in West Orange, as well as their overall ratings of the programs and activities available.

The following sections provide a detailed description of respondents' perceptions of aging in West Orange as well as their perceptions about the most important dimensions of community life. A complete summary of survey responses can be found in Appendix 1.

PREPARING TO AGE IN WEST ORANGE

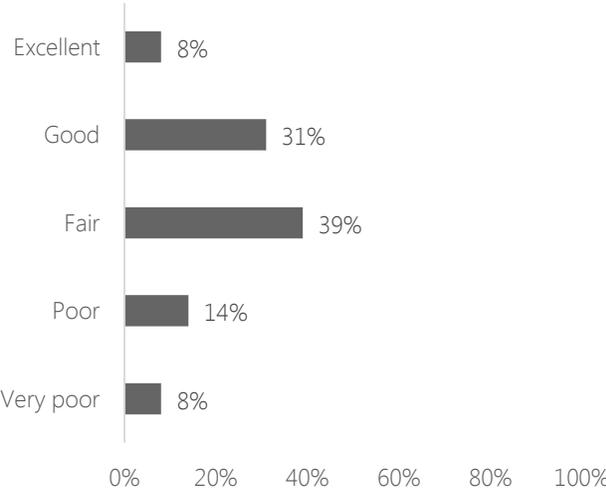
Respondents of the survey were asked to rate West Orange as a place to live as people grow older. Nearly two-fifths (39%) of respondents rated it as a "good" or "excellent" place to live as they grow older (Figure 14).

More than a third (43%) of respondents indicated they feel "well prepared" (30%) or "very well prepared" (13%) to be an older adult in West Orange (18% indicated "unprepared" or "very unprepared").

Respondents reported various ways in which they have begun to prepare for aging over the next 10-15 years. The most frequently reported measures taken included the following.

- Saving for retirement (65%)
- Making a living will (62%)
- Learning about changes to healthcare (48%)
- Registering for a saving retirement plan (26%)
- Learning about programs available in West Orange (16%).

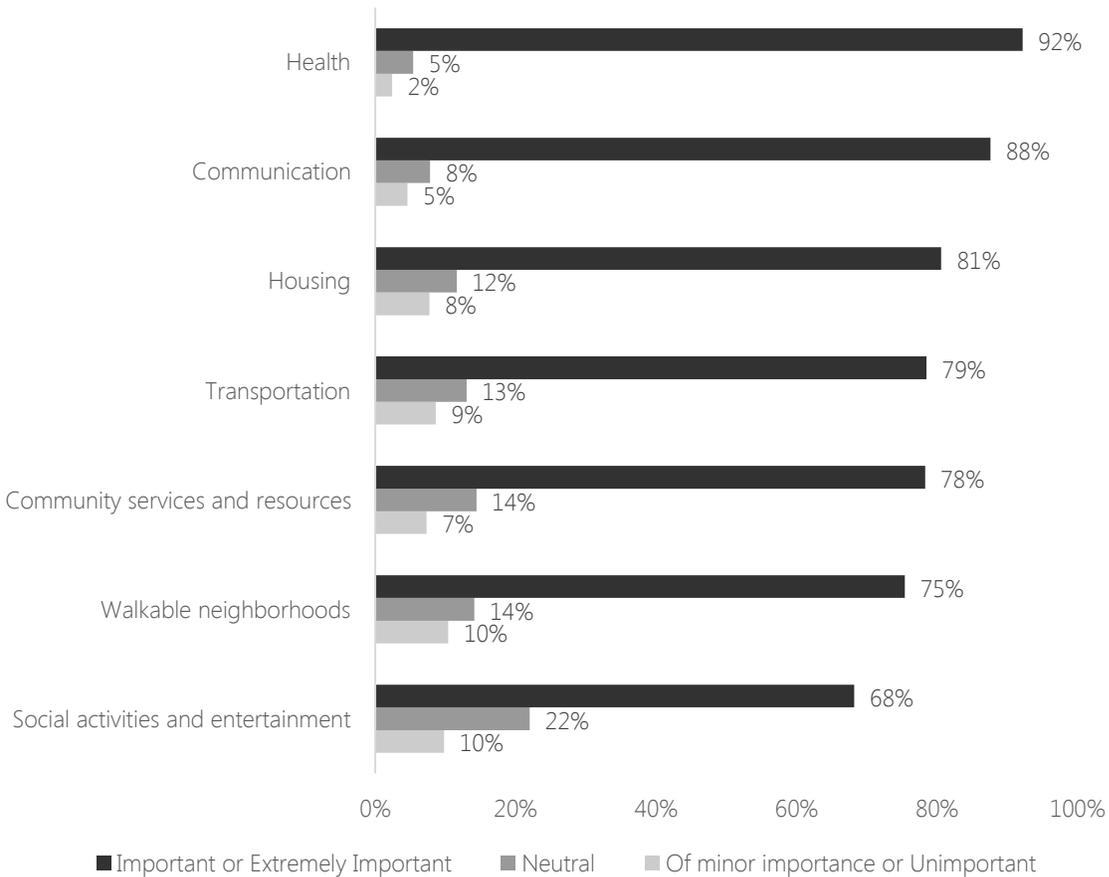
Figure 14. Rating of West Orange as a place to grow older (n=525)



IMPORTANCE OF HEALTH

After completing the majority of the survey, respondents were asked to reflect on and rate the importance of various aspects of the community, such as housing and walkable neighborhoods. The community dimension most frequently rated as “important” or “extremely important” was health (92%) (Figure 15). Other top-rated areas include communication (88%), housing (81%) and transportation (79%).

Figure 15. Ratings of importance of items over the next 10-15 years



CONCLUSION

The purpose of this survey was to better understand the characteristics, assets, needs and future plans of West Orange residents aged 55 years and older. The information included in this report is based on the survey data collected by during the period of August 2017 through October 2017 and made available to CREEHS. The findings describe respondents' experiences, perceptions and preferences related to community services and resources, transportation, housing, health, communication, as well as aging in West Orange. The data inform the strengths and areas for improvement in West Orange so that it may continue to serve the needs of older adults aging in the municipality.

Although there are limitations to the assessment's design, the data suggest the following overall findings.

- **Respondents are neither satisfied nor dissatisfied in the community dimensions assessed.** Findings suggest that no one community dimension was rated worse or better than another. There are strengths and areas for improvement in each of these dimensions.
- **Health, communication and housing are the community dimensions that are most important to respondents.** As a result, efforts may be prioritized to address the needs and enhance the assets in these dimensions. For example, respondents are interested in participating in educational seminars. Given the importance on health, these seminars may be related to health- or housing- related topics. As an option, consider surveying residents regarding possible health or nutrition related topics to best inform the subjects of the classes.
- **Respondents wish to remain living in West Orange because of its geographic location and services available, however difficulty affording the taxes may prevent them staying in West Orange.** Findings indicate that West Orange is a place where older adults would like to continue to live. This may be due, in part, to its geographic location which is close in proximity to services, resources and attractions. In particular, respondents enjoy Turtleback Zoo, the local library and the Codey Ice Arena. Despite these preferences, respondents overwhelmingly indicated that West Orange is an expensive place to live in and that will make it difficult to remain in West Orange as they age. High taxes and the availability of affordable housing are cited as primary concerns about remaining in West Orange through retirement.
- **Although there are existing services and resources for West Orange residents aged 55 years and older as well as information available about them, there is a lack of awareness of the services in the community.** Across the community dimensions assessed, a majority of respondents were unaware of the services and resources that exist in the community. Generally, these respondents were dissatisfied with the communication and information

available about such services. They were interested in participating in the services, but are uninformed about what is available to them and would like better ways of obtaining this information. Some respondents, however, were aware of services and were generally satisfied with the services and the information available about them. Data suggest that there are portions of the population who actively seek out information and are able to find the information they desire, while others who could benefit are not as active and miss out on these potential opportunities.

- **Different age groups of older West Orange residents may have different service and resource preferences, suggesting that programming could be tailored to those age groups.** This survey collected data from older adults aged 55 through 99, a range of 44 years. The programs and services preferred and/or needed by younger age groups in this range (i.e., 55-64, 65-74) may be different than those by older age groups (e.g., 85-94, 95 and older). For example, respondents in older age groups mentioned less frequently that they were able to handle their home maintenance needs than younger age groups. As a result, home maintenance services may be more appropriate and interesting to older age groups and thus, programming could be tailored to them.
- **Additional, more tailored communication and information sharing about West Orange resources is needed.** Findings indicate that information is available about existing programs and services in West Orange, however only those that actively seek it out are able to access it. To improve the reach of this information, existing community assets may be leveraged. For example, most respondents learn about services and other information through word of mouth. Identifying persons or tools (e.g., The West Orange Chronicle) that are well connected with other residents ages 55 and older and engaging them to be ambassadors of West Orange services and resources could facilitate communication. Further, as some younger age groups may not identify themselves as “seniors”, it may be important to tailor the messaging about such services to ensure they have broad appeal for all who are eligible.
- **Additional opportunities are needed to ensure that older adults in West Orange are able to share their opinions and perceptions.** Many respondents indicated that they do not feel their voice is being heard in West Orange. They also indicated that they are unaware of what is available for them in West Orange, despite the existence of such services and information. To address this gap, additional or expanded opportunities are needed to enable residents to voice their specific desires in the promotion and development of programming and activities.

Overall, there are areas to be targeted and areas that are already strong in the community. Considering the recommendations throughout the report may help to continue to grow and improve the capacity of the Township of West Orange to serve those aged 55 years and older.

APPENDIX 1:

Township of West Orange
Aging in Place 2017 Needs Assessment: Resident Survey

Who should respond to this survey? Adult residents, age 55 years or older, of West Orange.

Why is this assessment being done? The Township of West Orange, in partnership with Center for Research and Evaluation on Education and Human Services (CREEHS), is conducting a needs assessment to better understand the characteristics, assets, needs, and future plans of community residents aged 55 years and older. This assessment is funded by the Partners for Health Foundation.

What will happen while you are in the assessment? You have been invited to participate in this assessment because you are currently a resident, age 55 years or older, of West Orange. If you decide to participate, you will be asked to complete a brief survey about your perceptions of the resources and needs of your community. The survey includes questions about community, communication, health, housing, transportation, quality of life, and some background information about you.

Time: The survey will take about 60 minutes to complete.

Risks: There are no major risks to participating in this survey. While there is no guarantee on the security of data sent on the Internet, confidentiality will be kept to the degree permitted by the technology used.

Benefits: You may benefit from this assessment because your responses may help to improve West Orange. In turn, this may enhance the services and resources available to adults in your community.

Who will know that you are in this assessment? No one will know that you participated in this survey. We are not collecting IP addresses. You will not be asked to identify yourself by name or organization.

Do you have to be in the assessment? Participation in this survey is voluntary. You are free to stop at any time. You may skip questions you do not want to answer. Your decision whether or not to participate will not affect your relationship with the Township of West Orange or Montclair State University.

Do you have any questions about this assessment? You may contact me if you have questions at 973-655-3543 or bungere@montclair.edu.

Thank you for your time.

Sincerely,

Erin Bungler, MPH, Senior Research Associate

Center for Research and Evaluation on Education and Human Services (CREEHS)

By proceeding to the survey, I confirm that I have read this form and will participate in the project described. Its general purposes, the particulars of involvement, and possible risks and inconveniences have been explained to my satisfaction. I understand that I can discontinue participation at any time. My consent also indicates that I am 18 years of age.

- I agree to participate
- I decline

n= 823	n	%
I agree to participate	813	98.8%
I decline	10	1.2%

1. Which town do you live in?

n= 775	n	%
West Orange	772	99.6%
Other	3	0.4%

IF OTHER: This needs assessment only collects information from residents of West Orange. You do not have to take the survey. We thank you for your time!

2. Please select the age category that best describes you.

n= 775	n	%
Age 55 or older	761	98.2%
Age 54 or younger	14	1.8%

If you were born in 1963 or later you do not have to take the survey. We thank you for your time!

3. In what year were you born? (Please enter 4-digit year, e.g. 1950)

____ _
For analysis purposes, this will be converted to age and grouped into 5 or 10 year categories

n= 775	Age	n	%
Born after 1963	Under 55	8	1.0%
1958-1962	55-59	128	16.5%
1953-1957	60-64	157	20.3%
1948-1952	65-69	161	20.8%
1943-1947	70-74	138	17.8%
1938-1942	75-79	86	11.1%
1933-1937	80-84	36	4.7%
1928-1932	85-89	40	5.2%
1923-1927	90-94	15	1.9%
1917-1922	95-100	6	0.8%

Data that follows is calculated out of 753 responses after removing inappropriate cases (e.g. those that declined, those who do not live in West Orange, those younger than 55 as noted in question 2, those who did not include a birth year, those whose birth year was improperly entered, and those who wrote in a year that indicated they were younger than 55 in question 3).

Community Services and Resources

This section of the survey asks about the services and resources available in West Orange. For each question, please check off the answer option that best answers the question. For some questions, you may be asked to write in your response.

A1. If you are involved in any of the following clubs or activities, please check all that apply:

n= 687	n	%
I am not involved with any clubs or activities	236	34.4%
West Orange public library for borrowing books or materials	315	45.9%
The Y	50	7.3%
Activities at houses of worship	189	27.5%
School-related activities	44	6.4%
Senior groups outside of your town	63	9.2%
Intergenerational activities	55	8.0%
Other groups or activities, please specify (Common themes)	206	30.0%
Health / Exercise Programs		
Volunteer Work		
JCC		
Cultural Groups		
Senior Groups		

A2. Thinking over the past year (12 months), please select the option that matches the last time you used or participated in EACH of the following existing services/facilities in West Orange. If you do not use them, select an option indicating your knowledge of the program.

	Within the last month		Between 1 and 6 months ago		Between 6 months and 1 year ago		Over one year ago		Never, but I am aware of this service/facility		I have never heard of this service/facility			
	n	%	n	%	n	%	n	%	n	%	n	%		
Senior Citizen Classes (including Yoga, Zumba Gold, etc.)	677	4.1%	28	4.1%	14	2.1%	7	1.0%	21	3.1%	287	42.4%	320	47.3%
Weekly Bingo Group	664	1.4%	9	1.4%	4	0.6%	1	0.2%	4	0.6%	251	37.8%	395	59.5%
Day Trips and Parties	670	3.0%	20	3.0%	27	4.0%	18	2.7%	18	2.7%	263	39.3%	324	48.4%
Senior Golf Tournaments	642	0.8%	5	0.8%	3	0.5%	1	0.2%	13	2.0%	264	41.1%	356	55.5%
Visit Essex County Turtle Back Zoo and Codey Ice Arena	676	9.6%	65	9.6%	90	13.3%	79	11.7%	211	31.2%	134	19.8%	97	14.3%
Thomas Edison Museum National Park	673	4.5%	30	4.5%	49	7.3%	50	7.4%	244	36.3%	215	31.9%	85	12.6%
Reduced Membership Fees to the Town Pool	673	3.7%	25	3.7%	31	4.6%	3	0.4%	34	5.1%	327	48.6%	253	37.6%
Educational Seminars at the Town Pool	670	1.2%	8	1.2%	6	0.9%	1	0.1%	5	0.7%	183	27.3%	467	69.7%
Senior Safe Fire Safety Demonstrations	667	0.1%	1	0.1%	4	0.6%	4	0.6%	10	1.5%	165	24.7%	483	72.4%
Free smoke detectors	678	0.7%	5	0.7%	5	0.7%	4	0.6%	20	2.9%	119	17.6%	525	77.4%
Security and Safety Seminars to Older Adults	669	0.6%	4	0.6%	7	1.0%	10	1.5%	11	1.6%	168	25.1%	469	70.1%
Notary Services to homebound seniors	669	0.4%	3	0.4%	0	0.0%	1	0.1%	2	0.3%	106	15.8%	557	83.3%
Sign up list for priority street plowing (only for residents registered as dialysis patients)	638	0.2%	1	0.2%	0	0.0%	0	0.0%	1	0.2%	102	16.0%	534	83.7%

		Within the last month		Between 1 and 6 months ago		Between 6 months and 1 year ago		Over one year ago		Never, but I am aware of this service/facility		I have never heard of this service/facility	
Home Friend Services	663	4	0.6%	0	0.0%	0	0.0%	0	0.0%	89	13.4%	570	86.0%
Essex Newark Legal Services for Seniors – Legal Issues and Documents	671	2	0.3%	0	0.0%	2	0.3%	4	0.6%	126	18.8%	537	80.0%
Jewish Family Services – Friend Advocate	662	5	0.8%	3	0.5%	3	0.5%	13	2.0%	173	26.1%	465	70.2%
Mountaineer Mentoring program	665	7	1.1%	9	1.4%	2	0.3%	1	0.2%	116	17.4%	530	79.7%

A3. For any service/facility that you selected *“Never, but I am aware of this service/facility”* please explain what stopped you from using the service/facility.

- Themes that emerged:
 - Respondents explained that they do not need or want these particular services.
 - Several respondents noted that they have no interest in specific activities, particularly regarding golf, bingo, and the Edison Museum.
 - Respondents also reported that they feel like they are too young for the services that are provided. They think the activities are targeted towards an older audience.
 - Time and convenience are also concerns. Respondents reported that most of the services take place during week days when they work.
 - Many seniors, even if aware the services existed, had little information about the services provided. They expressed a need for more information on these services.

A4. Please rate your experiences using the following services/facilities options in West Orange. If you have no experience using one of these, please select "Not applicable":

	n	Excellent		Good		Fair		Poor		Very poor		Not applicable	
		n	%	n	%	n	%	n	%	n	%	n	%
Senior Citizen Classes (including Yoga, Zumba Gold, etc.)	653	24	3.7%	26	4.0%	6	0.9%	3	0.5%	3	0.5%	591	90.5%
Weekly Bingo Group	643	5	0.8%	6	0.9%	1	0.2%	1	0.2%	7	1.1%	623	96.9%
Day Trips and Parties	642	25	3.9%	27	4.2%	12	1.9%	3	0.5%	6	0.9%	569	88.6%
Senior Golf Tournaments	623	7	1.1%	9	1.4%	1	0.2%	1	0.2%	3	0.5%	602	96.6%
Visit Essex County Turtle Back Zoo and Codey Ice Arena	642	226	35.2%	150	23.4%	16	2.5%	4	0.6%	6	0.9%	240	37.4%
Thomas Edison Museum National Park	649	167	25.7%	144	22.2%	17	2.6%	5	0.8%	1	0.2%	315	48.5%
Reduced Membership Fees to the Town Pool	644	45	7.0%	27	4.2%	10	1.6%	4	0.6%	6	0.9%	552	85.7%
Educational Seminars at the Town Pool	639	7	1.1%	7	1.1%	6	0.9%	1	0.2%	5	0.8%	613	95.9%
Senior Safe Fire Safety Demonstrations	641	11	1.7%	6	0.9%	5	0.8%	2	0.3%	5	0.8%	612	95.5%
Free smoke detectors	640	20	3.1%	13	2.0%	2	0.3%	2	0.3%	8	1.3%	595	93.0%
Security and Safety Seminars to Older Adults	641	10	1.6%	8	1.2%	3	0.5%	1	0.2%	7	1.1%	612	95.5%
Notary Services to homebound seniors	641	4	0.6%	2	0.3%	1	0.2%	3	0.5%	6	0.9%	625	97.5%
Sign up list for priority street plowing (only for residents registered as dialysis patients)	630	4	0.6%	0	0%	1	0.2%	2	0.3%	6	1.0%	617	97.9%
Home Friend Services	637	2	0.3%	3	0.5%	1	0.2%	1	0.2%	7	1.1%	623	97.8%
Essex Newark Legal Services for	639	6	0.9%	6	0.9%	3	0.5%	1	0.2%	7	1.1%	616	96.4%

Seniors – Legal Issues and Documents													
Jewish Family Services – Friend Advocate	636	14	2.2%	16	2.5%	3	0.5%	1	0.2%	3	0.5%	599	94.2%
Mountaineer Mentoring program	642	17	2.6%	3	0.5%	2	0.3%	0	0.0%	5	0.8%	615	95.8%

A5. Please respond to the following items.

	n	Yes		No		Unsure	
		n	%	n	%	n	%
Do you know adults 55 + in your town who do not participate in any activities available within the community?	658	340	51.7%	115	17.5%	203	30.9%
Do you know of any adults 55 + in your town who are isolated and/or homebound and could use assistance?	652	82	12.6%	427	65.5%	143	21.9%

A6. What, if any, recommendations do you have about how to reach out to homebound adults to provide services?

- Themes that emerged:
 - Respondents suggested that information sent through the mail is the best way to communicate. Some further specified that the best way to send information would be to include it with tax bills to increase the likelihood that seniors would receive it.
 - Another frequent recommendation was outreach; having members of the community reach out to the seniors at their homes or at other meeting places.

A7. Which of the following programs sponsored by the Township would you attend? (Please check all that apply)

n= 647	n	%
Art Classes	200	30.9%
Music Appreciation	177	27.4%
Book Clubs	188	29.1%
Educational Seminars	291	45.0%
Cooking Classes	238	36.8%
Historical Lectures	264	40.8%
Craft Lessons – Knitting, Crochet, Quilting	167	25.8%
Dance Classes	140	21.6%
Photography/Scrapbooking	111	17.2%
None of these	134	20.7%
Other, please specify (Common themes)	119	18.4%
Exercise Classes		
Music / Theater Clubs		
Other Classes		
Sports		
Trips		

A8. Which of the following trips would you participate in? (Please check all that apply)

n= 601	n	%
Essex Green Cinema	221	36.8%
Turtleback Zoo	245	40.8%
Edison Museum	236	39.3%
West Orange Library	175	29.1%
Montclair Museum	284	47.3%
None of these	197	32.8%
Other, please specify (Common themes)	104	17.3%
Out of town trips		
Other Museums		
Theater trips (plays / musicals)		
Gardens		
New York City trips		

A9. Thinking about community services and resources, please rate the extent to which you think the following options are issues in West Orange:

	Not a problem		Minor problem		Moderate problem		Major problem		Not applicable			
	n	%	n	%	n	%	n	%	n	%		
Finding productive or meaningful activities to do	579	26.9%	156	26.9%	84	14.5%	120	20.7%	102	17.6%	117	20.2%
Finding enough inter-generational services and activities (For example, teens assisting seniors with tasks, or senior mentoring youth, or social activities.)	586	18.8%	110	18.8%	87	14.8%	106	18.1%	86	14.7%	197	33.6%
Finding enough services and activities for adults 55+ who live alone	582	13.2%	77	13.2%	62	10.7%	128	22.0%	118	20.3%	197	33.8%
Finding enough services and activities related to ethnicity or culture	576	23.3%	134	23.3%	77	13.4%	85	14.8%	79	13.7%	201	34.9%
Finding enough services and activities for veterans	573	11.2%	64	11.2%	50	8.7%	58	10.1%	65	11.3%	336	58.6%
Feeling like your voice is heard in West Orange	580	19.8%	115	19.8%	80	13.8%	111	19.1%	154	26.6%	120	20.7%
Finding meaningful volunteer work	583	27.8%	162	27.8%	82	14.1%	87	14.9%	73	12.5%	179	30.7%
Not knowing what services are available to older adults in West Orange	592	11.5%	68	11.5%	77	13.0%	125	21.1%	237	40.0%	85	14.4%
Meeting new/other people in West Orange	583	20.6%	120	20.6%	86	14.8%	129	22.1%	118	20.2%	130	22.3%
Finding options for continuing education	577	17.5%	101	17.5%	67	11.6%	111	19.2%	121	21.0%	177	30.7%

A10. Please write any additional comments about community activities in the space below. Please be more specific while maintaining anonymity.

- Themes that emerged:
 - The most common response was about a lack of communication. Seniors do not know about that events or community-related services that are available, and they have many questions about how the town communicates this information.
 - There also were several responses related to the lack of transportation around town. It is a geographically large town and the transportation that is available does not necessarily reach where seniors need to go. Respondents reported that the activities and services that are provided are too hard to reach by current transportation options.
 - Seniors feel that surrounding towns have better activities and more options for seniors.
 - Seniors would like to be more involved in the town. A recommendation emerged to start a senior board or senior advisory panel.
 - Again, some respondents feel like they are too young for these services. Further, several noted they work during the times that these activities are available.

A11. Please rate the following items related to events and activities in West Orange:

	n	Excellent		Good		Average		Poor		Very poor		Not applicable	
		n	%	n	%	n	%	n	%	n	%	n	%
Variety of events and activities for you	576	37	6.4%	93	16.1%	166	28.8%	80	13.9%	51	8.9%	149	25.9%
Variety of sports and physical activities for you	575	30	5.2%	91	15.8%	120	20.9%	81	14.1%	44	7.7%	209	36.3%
Affordability of events, activities and services	570	32	5.6%	95	16.7%	161	28.2%	53	9.3%	48	8.4%	181	31.8%
Your ability to travel to events and activities	588	153	26.0%	120	20.4%	88	15.0%	32	5.4%	36	6.1%	159	27.0%
Times of events and services	571	39	6.8%	101	17.7%	146	25.6%	42	7.4%	43	7.5%	200	35.0%
Promotion and information about events	577	29	5.0%	75	13.0%	130	22.5%	120	20.8%	116	20.1%	107	18.5%

A12. Would you be willing to pay a small fee (\$5-\$10) for additional services?

n= 603	n	%
Yes	345	57.2%
No	88	14.6%
Unsure	170	28.2%

A13. Please rate your overall level of satisfaction with the community services and resources in West Orange for those 55 and older. Please keep in mind all of the questions covered in this category.

n= 592	n	%
Very satisfied	33	5.6%
Satisfied	110	18.6%
Neither satisfied nor dissatisfied	320	54.1%
Dissatisfied	89	15.0%
Very dissatisfied	40	6.8%

A14. Please explain your rating above in question A13.

- Themes that emerged:
 - Most respondents do not use the services available to them. Many reported not using the services because they are still working and not available during the time the services take place. Another reason is that younger seniors do not consider themselves to be “seniors”, so they do not take part in “senior” activities.
 - Residents are not aware of the services that are available to them. They are not getting the information about these services. The residents who do know about the services know about them because they actively looked for the information. Respondents would like the information given to them, because they do not know where to find it.
 - For the residents who are dissatisfied, most find that there is a lack of variety in services. They believe that there are not enough activities available. Some examples that residents discussed interest in include more education services, like classes or seminars, or more physical activities.

Transportation

This section of the survey asks about how you get from place to place as well as the transportation services available in West Orange. For each question, please check off the answer option that best answers the question. For some questions, you may be asked to write in your response.

B1. Thinking over the past month (last 30 days), please select the option that most closely matches how often you did or used EACH of the following to get to the places you wanted to travel. If you do not use them, select an option indicating your knowledge of the program.

	Daily		Weekly		Monthly		Never, but I am aware of this service/facility		I have never heard of this	
	n	%	n	%	n	%	n	%	n	%
Drive yourself in a car	580	83.4%	38	6.6%	3	0.5%	38	6.6%	17	2.9%
Walk to a place you needed/ wanted to go to	544	33.1%	105	19.3%	70	12.9%	152	27.9%	37	6.8%
Bike to a place you needed/ wanted to go to	532	1.7%	14	2.6%	26	4.9%	341	64.1%	142	26.7%
Get a ride from a family member, friend or volunteer to travel to a place I needed/wanted to go to	550	6.9%	85	15.5%	87	15.8%	250	45.5%	90	16.4%
Use a Taxi/ Uber/Car Service	559	1.8%	21	3.8%	118	21.1%	367	65.7%	43	7.7%
West Orange Senior Citizen/ Disabled Transportation Program (for those age 60+)	562	0.2%	10	1.8%	10	1.8%	367	65.3%	174	31.0%
West Orange Jitney to Train Station Program	568	1.9%	3	0.5%	17	3.0%	438	77.1%	99	17.4%
Essex County Senior Transportation	568	0.4%	4	0.7%	9	1.6%	384	67.6%	169	29.8%
Public Bus/Van Service	559	2.0%	11	2.0%	49	8.8%	409	73.2%	79	14.1%
NJ TRANSIT Train	564	3.5%	29	5.1%	139	24.6%	340	60.3%	36	6.4%
NJ TRANSIT Access Link Transportation for Disabled Riders	565	0.5%	2	0.4%	12	2.1%	409	72.4%	139	24.6%

B2. For any service/facility that you selected “Never, but I am aware of this service/facility” please explain what stopped you from using the service/facility.

- Themes that emerged:
 - The great majority of responding seniors do not use the transportation services provided by the town or county. Most of the responding seniors still drive or have other forms of transportation outside of what the town offers.
 - There is also a lack of information available to seniors. Respondents were confused about how the jitney works and how to find more information about it. The jitney service was the most commented on service. There also were some questions about Access Link and how it works.

B3. Please rate your experiences using the following transportation options in West Orange. If you have no experience using one of these, please select “Not applicable”:

	Excellent		Good		Fair		Poor		Very poor		Not applicable		
	n	n	%	n	%	n	%	n	%	n	%	N	%
Drive yourself in a car	572	344	60.1%	117	20.5%	26	4.5%	3	0.5%	3	0.5%	79	13.8%
Walk to a place you needed/wanted to go to	559	165	29.5%	117	20.9%	55	9.8%	24	4.3%	35	6.3%	163	29.2%
Bike to a place you needed/wanted to go to	558	18	3.2%	20	3.6%	23	4.1%	18	3.2%	35	6.3%	444	79.6%
Get a ride from a family member, friend or volunteer to travel to a place I needed/wanted to go to	554	130	23.5%	100	18.1%	29	5.2%	10	1.8%	15	2.7%	270	48.7%
Use a Taxi/Uber/Car Service	554	72	13.0%	96	17.3%	25	4.5%	7	1.3%	15	2.7%	339	61.2%
West Orange Senior Citizen/Disabled Transportation Program (for those age 60+)	554	11	2.0%	23	4.2%	2	0.4%	3	0.5%	18	3.2%	497	89.7%
West Orange Jitney to Train Station Program	552	19	3.4%	21	3.8%	12	2.2%	4	0.7%	14	2.5%	482	87.3%
Essex County Senior Transportation	547	6	1.1%	11	2.0%	6	1.1%	5	0.9%	20	3.7%	499	91.2%
Public Bus/Van Service	549	27	4.9%	47	8.6%	33	6.0%	10	1.8%	18	3.3%	414	75.4%
NJ TRANSIT Train	554	50	9.0%	88	15.9%	49	8.8%	11	2.0%	17	3.1%	339	61.2%

		Excellent		Good		Fair		Poor		Very poor		Not applicable	
		n	%	n	%	n	%	n	%	n	%	N	%
NJ TRANSIT Access Link Transportation for Disabled Riders		551	1.3%	11	2.0%	9	1.6%	1	0.2%	13	2.4%	510	92.6%

B4. Thinking about walking, please rate the extent to which you think the following options are issues in West Orange:

		Not a problem		Minor problem		Moderate problem		Major problem		Not applicable	
		n	%	n	%	n	%	n	%	N	%
Walking is too hard, I'm not able to go far enough.		565	41.6%	66	11.7%	92	16.3%	98	17.3%	74	13.1%
Being worried about crime		553	31.5%	162	29.3%	105	19.0%	62	11.2%	50	9.0%
The time it takes to walk		550	38.5%	101	18.4%	81	14.7%	76	13.8%	80	14.5%
No place to rest		551	30.9%	91	16.5%	104	18.9%	99	18.0%	87	15.8%
No sidewalks or sidewalks are in poor condition		564	19.1%	109	19.3%	127	22.5%	159	28.2%	61	10.8%
Crossing intersections is too dangerous		562	24.4%	117	20.8%	103	18.3%	145	25.8%	60	10.7%
Everything is too far away		564	22.2%	81	14.4%	118	20.9%	156	27.7%	84	14.9%

B5. Please write any additional comments about walking in the space below. Please be more specific while maintaining anonymity.

- Themes that emerged:
 - Several respondents commented on the traffic in town. These include complaints that intersections are unsafe, and that there are too many cars. Respondents believe that there are not enough police, especially at night.
 - The sidewalks were a safety concern when it came to walking. Many of the sidewalks in town are in poor condition or there are no sidewalks at all.
 - Seniors tend to avoid walking because the topography is very hilly and there is not a central location to walk to.

B6. Please rate the following items about transportation options in West Orange:

	Excellent			Good		Fair		Poor		Very poor		Not applicable	
	n	n	%	n	%	n	%	n	%	n	%	N	%
Variety of transportation options for you to get around	551	43	7.8%	143	26.0%	109	19.8%	41	7.4%	44	8.0%	171	31.0%
Availability of transportation options for you during the day	551	43	7.8%	124	22.5%	102	18.5%	40	7.3%	45	8.2%	197	35.8%
Availability of transportation options for you during the evening	550	30	5.5%	65	11.8%	79	14.4%	74	13.5%	70	12.7%	232	42.2%
Availability of transportation options for you on the weekend	550	32	5.8%	74	13.5%	81	14.7%	69	12.5%	68	12.4%	226	41.1%
Affordability of transportation options for you	546	43	7.9%	113	20.7%	86	15.8%	33	6.0%	35	6.4%	236	43.2%
Your ability to use transportation options	543	94	17.3%	126	23.2%	58	10.7%	25	4.6%	35	6.4%	205	37.8%

B7. How would you rate the ease of getting around your town?

n= 552	n	%
Excellent	95	17.2%
Good	238	43.1%
Fair	151	27.4%
Poor	40	7.2%
Very poor	28	5.1%

B8. Are there any particular locations in your town you find difficult or impossible to get to?

n= 563	n	%
Yes	119	21.1%
No	328	58.3%
Unsure	116	20.6%

B9. If you answered YES to the previous question, please specify the locations in your town that you have difficulty accessing.

- Themes that emerged:
 - The main places that seniors stated they had difficulty accessing were Downtown, Northfield Ave and Essex Green.
 - These are difficult to access because of the combination of lack of parking options, direct public transportation and walkability of the areas (mostly because of traffic concerns).

B10. Please rate your overall level of satisfaction with the transportation options in West Orange for those 55 and older. Please keep in mind all of the questions covered in this category.

n= 551	N	%
Very satisfied	32	5.8%
Satisfied	124	22.5%
Neither satisfied nor dissatisfied	321	58.3%
Dissatisfied	55	10.0%
Very dissatisfied	19	3.4%

B11. Please explain your rating above in question B10.

- Themes that emerged:
 - More than half of the respondents said that they had their own form of transportation.
 - Transportation services that are available were reported as inconsistent and irregular. Some respondents commented that there are not enough options to get around town and that the hours of available services are limited.
 - There is also a lack of information and communication about available transportation services. Seniors do not have information regarding hours and availability. This makes it difficult for them to arrange transportation.
 - For people who drive, parking is an issue especially downtown and at train/bus stations

Housing

This section of the survey asks about your living arrangements as well as the housing services available in West Orange. For each question, please check off the answer option that best answers the question. For some questions, you may be asked to write in your response.

C1. Where do you currently live?

n= 578	n	%
House	410	70.9%
Multi-family House	15	2.6%
Public housing	5	0.9%
West Orange Senior buildings	32	5.5%
Personal apartment (not public or senior housing)	17	2.9%
Condominium	57	9.9%
Townhouse	37	6.4%
West Orange Assisted living or long-term care facility	0	0%
Other, please specify (Common themes)	5	0.9%
Response was not relevant to the question		
Homeless		

C2. Are you living...

n= 572	n	%
In your home, alone	174	30.4%
In your home, with a spouse/significant other	301	52.6%
In your home, with a family member	63	11.0%
In your home, with someone other than a family member or spouse/ significant other	2	0.3%
In the home of a family member	8	1.4%
In the home of someone other than a family member	1	0.2%
Other, please specify: (Common themes)	23	4.0%
In home with more than 1 family member		
Senior Citizen home		

C3. Are you able to handle the maintenance needs of your home either by performing yourself or arranging for others to help?

n= 570	n	%
Yes, I can handle all the maintenance needs of my home	258	45.3%
I can handle most needs	156	27.4%
I can handle some but struggle with some	94	16.5%
I can NOT handle the maintenance needs of my home	20	3.5%
I am not responsible for the maintenance needs of my home	42	7.4%

C4. Thinking over the past year (12 months), please select the option that aligns with the last time you used or participated in EACH of the following existing service/facility in West Orange. If you do not use them, select an option indicating your knowledge of the program.

	Within the last month		Between 1 and 6 months ago		Between 6 months and 1 year ago		Over one year ago		Never, but I am aware of this service/facility		I have never heard of this service/facility	
	n	%	n	%	n	%	n	%	n	%	n	%
Assistance with the placement of smoke & carbon monoxide detectors, fire extinguishers & escape plans	567	1.9%	16	2.8%	23	4.1%	29	5.1%	117	20.6%	371	65.4%
Life Management for minor home repairs	562	0.9%	11	2.0%	7	1.2%	7	1.2%	69	12.3%	463	82.4%

C5. For any service/facility that you selected *“Never, but I am aware of this service/facility”* please explain what stopped you from using the service/facility.

- Themes that emerged:
 - Most of the seniors who responded never using these housing-related services, noted that they were not needed services.
 - Many seniors are not aware that these services are available to them. Seniors are not getting the information about these housing-related services.

C6. Please rate your experiences using the following housing services options in West Orange. If you have no experience using one of these, please select "Not applicable":

	Excellent		Good		Fair		Poor		Very poor		Not applicable		
	n	n	%	n	%	n	%	n	%	n	%	n	%
Assistance with the placement of smoke & carbon monoxide detectors, fire extinguishers & escape plans	558	24	4.3%	27	4.8%	7	1.3%	5	0.9%	6	1.1%	489	87.6%
Life Management for minor home repairs	546	10	1.8%	10	1.8%	5	0.9%	2	0.4%	9	1.6%	510	93.4%

C7. How important is it for you to be able to live independently in your own home as you age?

n= 572	n	%
Extremely important	433	75.7%
Very important	100	17.5%
Somewhat important	25	4.4%
Not very important	9	1.6%
Not at all important	5	0.9%

C8. Is your home as it is today suitable if you were to develop physical limitations (for example, bedroom on the main floor, wheelchair-accessible doorway, ramps, chairlifts, non-slip tiles, etc.)?

n= 575	n	%
Yes	189	32.9%
No	335	58.3%
Unsure	51	8.9%

C9. If NO, what modifications do you think you will need to make to your home to enable you to stay there as you age? (Please check all that apply)

n= 322	n	%
Easier access into or within your home such as a ramp, chairlift or elevator, or wider doorways	207	64.3%
Bathroom modifications such as grab bars, handrails, a higher toilet or non-slip tiles	178	55.3%
Putting a bedroom, bathroom and kitchen on the first floor	118	36.6%
Improving lighting	28	8.7%
Installing a medical emergency response system that notifies others in case of emergency	141	43.8%
Other, please specify: (Common themes)	57	17.7%
Need to move		
Driveway modifications		

C10. How likely or unlikely are you to remain in West Orange throughout your retirement?

n= 564	n	%
Very likely	195	34.6%
Somewhat likely	136	24.1%
Somewhat unlikely	77	13.7%
Very unlikely	108	19.1%
Unsure	48	8.5%

C11. Over the next 10 years, which of the following best describes your future housing plans? (Please check all that apply)

n= 561	n	%
Stay in your current home	294	52.4%
Move into a smaller house in West Orange	11	2.0%
Move into an apartment in West Orange	9	1.6%
Move into a condo/townhome in West Orange	25	4.5%
Move into West Orange Senior Housing	33	5.9%
Move into an assisted living/nursing facility in West Orange	17	3.0%
Not stay in West Orange	188	33.5%
Other, please specify: (Common themes)	84	15.0%
Unsure		
Move in with family		

C12. How many of your friends have left West Orange in the last year?

n= 550	n	%
None	221	40.2%
Between one and five friends or families	264	48.0%
Five or more friends or families	65	11.8%

C13. Thinking about housing, please rate the extent to which you think the following options are issues in West Orange:

	n	Not a problem		Minor problem		Moderate problem		Major problem		Not applicable	
		n	%	n	%	n	%	n	%	n	%
High taxes	560	11	2.0%	13	2.3%	67	12.0%	436	77.9%	33	5.9%
Lack of support services (people to call for help)	536	119	22.2%	112	20.9%	104	19.4%	81	15.1%	120	22.4%
Home expenses	551	42	7.6%	79	14.3%	183	33.2%	197	35.8%	50	9.1%
House too big	543	223	41.1%	83	15.3%	68	12.5%	50	9.2%	119	21.9%
Housing options are not affordable	540	80	14.8%	58	10.7%	97	18.0%	177	32.8%	128	23.7%
Lack of desirable housing	540	122	22.6%	64	11.9%	82	15.2%	107	19.8%	165	30.6%
Want to be closer to family	541	204	37.7%	48	8.9%	62	11.5%	44	8.1%	183	33.8%
Don't like the weather	543	190	35.0%	108	19.9%	75	13.8%	40	7.4%	130	23.9%
Home maintenance difficult to coordinate	538	166	30.9%	123	22.9%	92	17.1%	49	9.1%	108	20.1%

Accessible parking is too big a challenge	539	248	46.0%	52	9.6%	41	7.6%	31	5.8%	167	31.0%
Want to keep working and can't find employment	542	174	32.1%	28	5.2%	43	7.9%	40	7.4%	257	47.4%
Medical reasons (e.g. surgery makes it difficult to walk up the stairs)	543	177	32.6%	65	12.0%	41	7.6%	27	5.0%	233	42.9%
Feeling unconnected to the community	542	175	32.3%	94	17.3%	87	16.1%	46	8.5%	140	25.8%
Other, please specify:	205	29	14.1%	5	2.4%	6	2.9%	17	8.3%	148	72.2%
Walkability											
Taxes											
Services											

C14. Please write any additional comments about housing in the space below. Please be more specific while maintaining anonymity.

- Themes that emerged:
 - Respondents indicated that taxes are too high, and the houses are not affordable, which makes it difficult for seniors to continue to live in the area.
 - Respondents expressed a need for more affordable senior housing. It is difficult for seniors to find living arrangements and if they are on a waiting list for senior housing, it may be years before they receive housing.

C15. Please rate the following items as they relate to housing in West Orange:

	Excellent		Good		Average		Poor		Very poor		Not applicable	
	n	%	n	%	n	%	n	%	n	%	n	%
Your ability to cover the price you pay for your home (e.g., heating, mortgage, rent, taxes)	555	12.8%	108	19.5%	223	40.2%	74	13.3%	40	7.2%	39	7.0%
Availability of services to maintain or modify your home to allow you to stay in your home	545	9.4%	93	17.1%	169	31.0%	68	12.5%	37	6.8%	127	23.3%
Affordability of services to maintain or modify your	547	6.9%	69	12.6%	161	29.4%	99	18.1%	51	9.3%	129	23.6%

home to allow you to stay in your home													
Availability of housing options that meet your needs in West Orange	542	31	5.7%	64	11.8%	138	25.5%	75	13.8%	57	10.5%	177	32.7%
Affordability of housing options that meet your needs in West Orange	538	29	5.4%	43	8.0%	142	26.4%	92	17.1%	71	13.2%	161	29.9%
The safety of the area where you live	550	110	20.0%	218	39.6%	142	25.8%	29	5.3%	16	2.9%	35	6.4%
The safety and security of the building that you live in	548	126	23.0%	192	35.0%	79	14.4%	11	2.0%	8	1.5%	132	24.1%

C16. Please rate your overall level of satisfaction with housing options in West Orange for those 55 and older. Please keep in mind all of the questions covered in this category.

n= 551	n	%
Very satisfied	53	9.6%
Satisfied	132	24.0%
Neither satisfied nor dissatisfied	244	44.3%
Dissatisfied	88	16.0%
Very dissatisfied	34	6.2%

C17. Please explain your rating above in question C16.

- Themes that emerged:
 - Many seniors responded that they are satisfied with the housing options in West Orange.
 - For those who are not satisfied with housing options, concerns revolve around cost and taxes. Respondents commonly noted that the taxes are too high to continue to live in West Orange.
 - There also were complaints that there is not enough affordable housing for seniors. There are not a lot of assisted living options for seniors especially people with disabilities or physical limitations.
 - Seniors responded that the available options are either too expensive or too run down.
 - The wait list for senior housing is very long.

Health

This section of the survey asks about your physical and mental health as well as the health-related services available in West Orange. For each question, please check off the answer option that best answers the question. For some questions, you may be asked to write in your response.

D1. In general, compared to other people your age, would you say that your health is:

n= 560	n	%
Excellent	194	34.6%
Good	272	48.6%
Fair	81	14.5%
Poor	9	1.6%
Very poor	4	0.7%

D2. During the past month, has your physical well-being prevented you from participating in your usual activities, such as self-care, work, or recreation? If YES, how many days?

n= 561	n	%
Yes	75	13.4%
No	434	77.4%
Unsure	23	4.1%
I do not wish to answer this question	29	5.2%

D3. If you answered YES, what is the number of days? (n=56)

- The average response was 20 days in the past month.

D4. During the past month, has your mental health (e.g., stress, depression, problems with emotions, etc.) interfered with your ability to participate in your normal activities, such as self-care, work, or recreation? If YES, how many days?

n= 555	n	%
Yes	36	6.5%
No	458	82.5%
Unsure	27	4.9%
I do not wish to answer this question	34	6.1%

D5. If you answered YES, what is the number of days? (n=27)

- The average response was 17 days in the past month.

D6. How many days a week, on average, do you have 30 minutes or more of physical activity (walking, cleaning, daily activities, Tai Chi, biking) throughout the course of the day?

n= 546	n	%
0	38	7.0%
1	27	4.9%
2	43	7.9%
3	87	15.9%
4	58	10.6%
5	80	14.7%
6	42	7.7%
7	171	31.3%

- The median response was 5 days per week of physical activity.

D7. Please complete the following statement. I'm concerned about...

	n	Often true		Sometimes true		Never true	
		n	%	n	%	n	%
Whether my food would run out before I got money to buy more	550	14	2.5%	48	8.7%	488	88.7%
Affording to eat balanced meals	545	32	5.9%	62	11.4%	451	82.8%
Relying on only a few kinds of low-cost food because I was running out of money to buy food	547	14	2.6%	46	8.4%	487	89.0%
Cutting the size of my meals or skipping meals because there wasn't enough money for food	545	11	2.0%	39	7.2%	495	90.8%

D8. Do you require assistance with any of the following activities: eating, dressing, grooming, bathing, or walking?

n= 551	n	%
Yes	25	4.5%
No	526	95.5%

D9. If you answered YES to the question above, who provides the assistance? (Please check all that apply)

n= 28	n	%
Family	14	50.0%
Friends/neighbors	5	17.9%
Employed caregiver	8	28.6%
Local organization	1	3.6%
I need assistance but no one is helping me now	4	14.3%
Other, please specify: (Common themes)	4	14.3%
Driver		

D10. Thinking over the past year (12 months), please select the option that aligns with the last time you used or participated in EACH of the following existing programs/services in West Orange. If you do not use them, select an option indicating your knowledge of the program.

	Within the last month		Between 1 and 6 months ago		Between 6 months and 1 year ago		Over one year ago		Never, but I am aware of this service/facility		I have never heard of this service/facility			
	n	%	n	%	n	%	n	%	n	%	n	%		
Flu Vaccinations	543	8.7%	47	8.7%	16	2.9%	78	14.4%	54	9.9%	239	44.0%	109	20.1%
Public Health Nurse Home Visits	540	1.3%	7	1.3%	6	1.1%	6	1.1%	7	1.3%	254	47.0%	260	48.1%
Blood Pressure Screenings	542	6.6%	36	6.6%	37	6.8%	17	3.1%	16	3.0%	244	45.0%	192	35.4%
Vision Screenings	544	1.8%	10	1.8%	25	4.6%	29	5.3%	26	4.8%	198	36.4%	256	47.1%
Podiatry Services	538	3.0%	16	3.0%	22	4.1%	6	1.1%	12	2.2%	168	31.2%	314	58.4%
Women's Wellness	527	1.7%	9	1.7%	15	2.8%	8	1.5%	5	0.9%	177	33.6%	313	59.4%
Medication Management	538	3.7%	20	3.7%	12	2.2%	3	0.6%	1	0.2%	165	30.7%	337	62.6%
Mental Health Wellness	535	1.9%	10	1.9%	8	1.5%	3	0.6%	2	0.4%	172	32.1%	340	63.6%
Crisis Intervention	535	0.6%	3	0.6%	2	0.4%	1	0.2%	2	0.4%	206	38.5%	321	60.0%
A Registry of Residents Needing Help in an Emergency (i.e., fire, medical, safety, etc.)	535	0.7%	4	0.7%	4	0.7%	2	0.4%	4	0.7%	169	31.6%	352	65.8%
Mobile Meals from Essex County/Kosher Available	539	0.7%	4	0.7%	2	0.4%	2	0.4%	1	0.2%	271	50.3%	259	48.1%
Nutrition Program (Lunch) JCC Metro West	540	2.0%	11	2.0%	2	0.4%	2	0.4%	4	0.7%	216	40.0%	305	56.5%
Senior Health Insurance Program (SHIP) from the Senior Citizen Program Aide	537	0.9%	5	0.9%	1	0.2%	3	0.6%	4	0.7%	153	28.5%	371	69.1%
Counseling and referral services for Social Security, Disability, Medicare, Medicaid, PAAD, SLMB and assistance filling out related Application Forms	537	1.3%	7	1.3%	4	0.7%	4	0.7%	5	0.9%	165	30.7%	352	65.5%
Life Line	526	1.0%	5	1.0%	2	0.4%	2	0.4%	4	0.8%	186	35.4%	327	62.2%
Medication Drop Box in the Police Department Lobby	528	0.9%	5	0.9%	5	0.9%	13	2.5%	16	3.0%	175	33.1%	314	59.5%

D11. For any service/facility that you selected “Never, but I am aware of this service/facility.” please explain what stopped you from using the service/facility.

- Themes that emerged:
 - Most responding seniors do not need the health-related services/facilities provided because they use their own medical services.
 - Seniors report not getting information about the health-related services/facilities provided by the town.
 - The service most commonly referenced was the medication drop-off service. Respondents stated they have gone to other towns to use this service because they did not know West Orange also provided it. They very much like that it is an offered service and several noted now planning to use it in West Orange.
 - Seniors also struggle to find transportation to the health-related services/facilities.

D12. Please rate your experiences using the following health-related programs and services in West Orange. If you have no experience using one of these, please select “Not applicable”:

	Excellent		Good		Average		Poor		Very poor		Not applicable		
	n	n	%	n	%	n	%	n	%	n	%	N	%
Flu Vaccinations	528	94	17.8%	45	8.5%	10	1.9%	0	0.0%	5	0.9%	374	70.8%
Public Health Nurse Home Visits	526	16	3.0%	9	1.7%	4	0.8%	1	0.2%	3	0.6%	493	93.7%
Blood Pressure Screenings	525	30	5.7%	29	5.5%	7	1.3%	0	0.0%	4	0.8%	455	86.7%
Vision Screenings	525	16	3.0%	18	3.4%	7	1.3%	2	0.4%	7	1.3%	475	90.5%
Podiatry Services	525	15	2.9%	11	2.1%	5	1.0%	0	0.0%	4	0.8%	490	93.3%
Women’s Wellness	517	11	2.1%	7	1.4%	4	0.8%	0	0.0%	5	1.0%	490	94.8%
Medication Management	521	9	1.7%	4	0.8%	4	0.8%	1	0.2%	4	0.8%	499	95.8%
Mental Health Wellness	523	7	1.3%	2	0.4%	4	0.8%	1	0.2%	5	1.0%	504	96.4%
Crisis Intervention	523	2	0.4%	2	0.4%	2	0.4%	3	0.6%	5	1.0%	509	97.3%
A Registry of Residents Needing Help in an Emergency (i.e., fire, medical, safety, etc.)	522	7	1.3%	5	1.0%	3	0.6%	1	0.2%	6	1.1%	500	95.8%
Mobile Meals from Essex County/Kosher Available	523	6	1.1%	3	0.6%	1	0.2%	1	0.2%	4	0.8%	508	97.1%
Nutrition Program (Lunch) JCC Metro West	517	10	1.9%	4	0.8%	2	0.4%	1	0.2%	6	1.2%	494	95.6%
Senior Health Insurance Program (SHIP) from the Senior Citizen Program Aide	520	9	1.7%	4	0.8%	3	0.6%	1	0.2%	7	1.3%	496	95.4%

Counseling and referral services for Social Security, Disability, Medicare, Medicaid, PAAD, SLMB and assistance filling out related Application Forms	519	12	2.3%	10	1.9%	6	1.2%	2	0.4%	9	1.7%	480	92.5%
Life Line	511	7	1.4%	6	1.2%	2	0.4%	1	0.2%	7	1.4%	488	95.5%
Medication Drop Box in the Police Department Lobby	514	26	5.1%	15	2.9%	6	1.2%	1	0.2%	6	1.2%	460	89.5%

D13. Thinking about physical and mental health, please rate the extent to which you think the following options are issues in West Orange:

	n	Not a problem		Minor problem		Moderate problem		Major problem		Not applicable	
		n	%	n	%	n	%	n	%	N	%
Conveniently located Physicians/Clinics	530	288	54.3%	61	11.5%	45	8.5%	15	2.8%	121	22.8%
Conveniently located Social Services	521	127	24.4%	52	10.0%	52	10.0%	37	7.1%	253	48.6%
Conveniently located Mental Health Services	518	107	20.7%	36	6.9%	43	8.3%	25	4.8%	307	59.3%
Conveniently located emergency care centers	528	256	48.5%	69	13.1%	45	8.5%	21	4.0%	137	25.9%
Home care services including health, personal care and housekeeping	522	105	20.1%	42	8.0%	40	7.7%	34	6.5%	301	57.7%
Well-maintained hospitals and health care facilities	524	321	61.3%	42	8.0%	31	5.9%	17	3.2%	113	21.6%
Health care professionals who speak different languages	518	146	28.2%	27	5.2%	17	3.3%	15	2.9%	313	60.4%

D14. Please write any additional comments about physical and mental health services in the space below. Please be more specific while maintaining anonymity.

- Themes that emerged:
 - Respondents commented on the lack of information and communication.
 - Seniors also noted the need for transportation around town to get to appointments. Seniors reported the current in-town transportation service as unreliable and emphasized that it often does not go to the places that they need.

D15. During the past 12 months, did you experience difficulty paying for any of the following? (Please check all that apply)

n= 514	n	%
Doctor or medical professional copays	46	8.9%
Hospital bills	28	5.4%
Prescription medication	50	9.7%
I do not wish to answer this question	32	6.2%
None of these	391	76.1%
Other, please specify: (Common themes)	25	4.9%
Energy bill		
Food		
Taxes		

D16. Please rate the following items about physical and mental health for adults age 55 and older in West Orange:

	n	Excellent		Good		Fair		Poor		Very poor		Not applicable	
		n	%	n	%	n	%	n	%	n	%	n	%
Variety of health programs and services	495	46	9.3%	92	18.6%	48	9.7%	23	4.6%	15	3.0%	271	54.7%
Affordability of health programs and services	496	22	4.4%	74	14.9%	62	12.5%	30	6.0%	19	3.8%	289	58.3%
Your ability to participate in or use health programs and services	498	34	6.8%	81	16.3%	39	7.8%	22	4.4%	19	3.8%	303	60.8%
Variety of physical and mental health programs and services	493	30	6.1%	70	14.2%	43	8.7%	22	4.5%	19	3.9%	309	62.7%
Affordability of physical and mental health programs and services	496	24	4.8%	57	11.5%	55	11.1%	24	4.8%	18	3.6%	318	64.1%
Your ability to participate in or use physical and mental health programs and services	498	43	8.6%	64	12.9%	36	7.2%	22	4.4%	16	3.2%	317	63.7%
Your ability to get an appointment with a primary care provider	502	126	25.1%	110	21.9%	38	7.6%	9	1.8%	8	1.6%	211	42.0%

D17. Please rate your overall level of satisfaction with physical and mental health services in West Orange for those 55 and older. Please keep in mind all of the questions covered in this category.

n= 501	n	%
Very satisfied	45	9.0%
Satisfied	107	21.4%
Neither satisfied nor dissatisfied	311	62.1%
Dissatisfied	26	5.2%
Very dissatisfied	12	2.4%

D18. Please explain your rating above in question D17.

- Themes that emerged:
 - Many seniors responded that they do not need the health-related services offered or have never used the service because they have their own health care providers.
 - Many seniors were unaware of the services provided.
 - Some senior respondents explained their dissatisfaction by noting that it is difficult to get appointments with the provided services. Some also reported a need for more specialty healthcare providers.
 - Several respondents reported a need for more transportation options to get to different medical offices, for appointments both in and out of West Orange.

E5. Where do you get information about resources, activities, and services that exist for adults age 55+ in your town?
(Please check all that apply)

n= 514	n	%
Local newspaper, radio, or television station	235	45.7%
Town website	192	37.4%
Community bulletins	79	15.4%
West Orange notification	127	24.7%
Public library	92	17.9%
Friends and family (word of mouth)	247	48.1%
In the mail	138	26.8%
Email	166	32.3%
Online community forums	47	9.1%
Facebook	117	22.8%
Twitter	10	1.9%
Other, please specify: (Common themes)	61	11.9%
No information received		
Community leaders		
Internet		

E6. In which language would you like to receive information? (Please check all that apply)

n= 531	n	%
English	523	98.5%
Spanish	6	1.1%
Both	3	0.6%
Other, please specify: (Common themes)	6	1.3%
Chinese Mandarin		
French		
Italian		
Korean		

E7. What informational resources would you be interested in receiving? (Please check all that apply)

n= 510	n	%
West Orange Comprehensive Resource Guide for Residents 55+ (or other centralized source of information)	404	79.2%
Automated community information source, such as a toll-free telephone number	139	27.3%
Community calendar for residents 55+	360	70.6%
Not Applicable/I am not interested in receiving informational resources	56	11.0%
Other, please specify: (Common themes)	37	7.3%
All resources		
Emails		
Information in the mail		
Online resources		

E8. Please rate the following items related to information sharing in West Orange:

	n	Excellent		Good		Average		Poor		Very Poor		Not applicable	
		n	%	n	%	n	%	n	%	n	%	n	%
Reliable information about resources available to older adults in West Orange	493	20	4.1%	66	13.4%	111	22.5%	105	21.3%	85	17.2%	106	21.5%
Print information is available to you in a format that is easy for you to read	488	26	5.3%	72	14.8%	95	19.5%	61	12.5%	74	15.2%	160	32.8%
Information is available to you in multiple ways (e.g., print, spoken)	485	27	5.6%	69	14.2%	100	20.6%	74	15.3%	77	15.9%	138	28.5%

E9. Please rate your overall level of satisfaction with communication in West Orange for those 55 and older. Please keep in mind all of the questions covered in this category.

n= 513	n	%
Very satisfied	18	3.5%
Satisfied	100	19.5%
Neither satisfied nor dissatisfied	228	44.4%
Dissatisfied	112	21.8%
Very dissatisfied	55	10.7%

E10. Please explain your rating above in question E9.

- Themes that emerged:
 - Seniors reported a lack of communication and awareness as a reason for their satisfaction or dissatisfaction with communication. There may be a gap between the information that is made available and the information that seniors are receiving. More proactive seniors are getting the information that they need because they are looking for it. The information that they have received comes from bulletin boards, newspapers or the website.
 - This survey was the first piece of information that some seniors reported receiving.

Overall

This section of the survey asks about how you feel overall about West Orange as a place to live. For each question, please check off the answer option that best answers the question. For some questions, you may be asked to write in your response.

F1. How prepared do you feel to be an older adult in West Orange?

n= 523	n	%
Very Well Prepared	70	13.4%
Well Prepared	156	29.8%
Neutral	201	38.4%
Unprepared	77	14.7%
Very Unprepared	19	3.6%

F2. What steps have you taken to help prepare yourself for the next 10-15 years? (Please check all that apply)

n= 491	n	%
Made a living will	303	61.7%
Knowledgeable of programs available to me in West Orange	78	15.9%
Knowledgeable of changes to healthcare	237	48.3%
Saving money for retirement	318	64.8%
Registered for a savings retirement plan	128	26.1%
Other, please specify: (Common themes)	60	12.2%
Being active and healthy		
Already retired		
Moved or plan to move		

F3. How would you rate West Orange as a place to live as people grow older?

n= 525	n	%
Excellent	43	8.2
Good	160	30.5
Fair	207	39.4
Poor	75	14.3
Very poor	40	7.6

F4. Considering all of the above sections and your experiences as a West Orange resident, what are the three most positive things about living in West Orange as you grow older?

- Themes that emerged:
 - Seniors cited **location and convenience** as assets for West Orange. The town's geographical location is advantageous for people who want access to numerous activities and services. West Orange is also close to highways and mass transit options make traveling around the region convenient. It is very close to NYC which is appealing to residents.
 - West Orange's **municipal services** were also cited as assets. Seniors feel that services like the police and fire department provide a safe environment.
 - Many respondents feel that West Orange is a **welcoming community**, and reported that they have friends and family that live in West Orange as well. Seniors find that it is familiar, and they know the area well.

- Some seniors mentioned that they like the **nature** that surrounds the town. There are a lot of parks, nature reservations and open spaces in the area. They like that they can hike at the reservation and in the parks. They believe that town is aesthetically pleasing.

F5. Considering all of the above sections and your experiences as a West Orange resident, what are the three most concerning things about living in West Orange as you grow older?

- Themes that emerged:
 - Respondents reported that taxes in the town are too high, as an area of concern. Seniors complain that they should not have to pay such high taxes and that their taxes are not contributing to anything useful to them. Some respondents requested that they should receive some discount or tax freeze to accommodate their financial needs.
 - Another concern for respondents is the lack of transportation options for seniors around town. Respondents are worried about when they are unable to drive themselves anymore; that they will have difficulty getting around town.
 - Respondents also mentioned that affordability of housing is a concern. Housing prices are continuing to rise and there are not many affordable housing options available for seniors in town. The lack of senior housing is a concern for them.
 - Another commonly cited concern was about the safety of senior citizens, especially around walking. Respondents feel that the sidewalks and crosswalks are unsafe. There is a lot of traffic, especially in the downtown area, which makes walking hard.
 - Seniors are also very concerned with their health as they get older. They feel isolated as people who have lived around them for years are starting to move on because of the high taxes and general affordability.

F6. Thinking about the quality of your life over the next years. Please indicate the importance of these items to you:

	n	Extremely important		Important		Neutral		Of minor importance		Unimportant	
		n	%	n	%	n	%	n	%	n	%
Community services and resources	493	178	36.1%	208	42.2%	71	14.4%	20	4.1%	16	3.2%
Social activities and entertainment	491	136	27.7%	199	40.5%	108	22.0%	29	5.9%	19	3.9%
Transportation	493	211	42.8%	176	35.7%	64	13.0%	23	4.7%	19	3.9%
Walkable neighborhoods	496	203	40.9%	171	34.5%	70	14.1%	24	4.8%	28	5.6%
Housing	491	231	47.0%	165	33.6%	57	11.6%	13	2.6%	25	5.1%
Health	498	321	64.5%	138	27.7%	27	5.4%	1	0.2%	11	2.2%
Communication	499	235	47.1%	202	40.5%	39	7.8%	6	1.2%	17	3.4%

Demographics

This is the last section of the survey. It asks questions about you and your background. For each question, please check off the answer option that best answers the question.

G1. How long have you lived in West Orange?

n= 520	n	%
0-4 years	44	8.5%
5-9 years	39	7.5%
10-14 years	40	7.7%
15-19 years	58	11.2%
20-24 years	54	10.4%
25 years or more	229	44.0%
Lifelong resident	56	10.8%

G2. Which gender do you identify with?

n= 518	n	%
Male	159	30.7%
Female	346	66.8%
Neither	5	1.0%
I do not wish to answer this question	8	1.5%

G3. Are you a veteran of the U.S. Armed Forces?

n= 516	n	%
Yes	36	7.0%
No	480	93.0%

G4. Which of the following racial/ethnic group(s) do you most identify with? (Please check all that apply)

n= 518	n	%
White or Caucasian	419	80.9%
Black or African American	39	7.5%
Asian	11	2.1%
Hispanic or Latino/Latina	13	2.5%
Native American or American Indian	1	0.2%
Native Hawaiian or other Pacific Islander	1	0.2%
I do not wish to answer this question	45	8.7%

G5. What is your primary language?

n= 515	n	%
English	501	97.3%
Spanish	9	1.7%
Other, please specify: (Common themes)	5	1.0%
	Italian	
	Greek	

G6. What is the highest grade or year of school that you completed?

n= 519	n	%
Kindergarten through grade 8 (Elementary)	3	0.6%
Grades 9 through 11 (Some high school)	6	1.2%
Grade 12 or GED (High school graduate)	66	12.7%
College 1 year through 3 years (Some college or technical school)	91	17.5%
College 4 years (College graduate)	159	30.6%
Graduate school (Masters, PhD, or other advanced degree)	187	36.0%
I do not wish to answer this question	7	1.3%

G7. What is your current employment status? (Please check all that apply)

n= 515	n	%
Currently employed full-time	142	27.6%
Currently employed part-time	66	12.8%
Looking for full-time work	14	2.7%
Looking for part-time work	21	4.1%
NOT looking for work	13	2.5%
Retired	273	53.0%
Unable to work	14	2.7%
I do not wish to answer this question	10	1.9%

G8. What is your marital status? (Please check all that apply)

n= 521	n	%
Single	70	13.4%
Married/Domestic partnership	290	55.7%
Widowed	97	18.6%
Divorced	56	10.7%
Separated	3	0.6%
I do not wish to answer this question	11	2.1%

G9. What is your annual household income?

n= 512	n	%
Less than \$10,000	6	1.2%
\$10,000-14,999	22	4.3%
\$15,000-24,999	25	4.9%
\$25,000-34,999	28	5.5%
\$35,000-49,999	22	4.3%
\$50,000-74,999	42	8.2%
\$75,000-99,999	51	10.0%
\$100,000-149,999	77	15.0%
\$150,000-199,999	37	7.2%
\$200,000 or more	31	6.1%
I do not wish to answer this question	171	33.4%

G10. Do you use any of the following public benefits? (Please check all that apply)

n= 506	n	%
Section 8 Housing Vouchers	13	2.6%
Medicare	285	56.3%
Medicaid	22	4.3%
Supplemental Nutrition Assistance Program (SNAP)	9	1.8%
Supplemental Security Income (SSI)	25	4.9%
Home Energy Assistance Program (HEAP)	15	3.0%
\$250 Property Tax Deduction for veterans and surviving spouses	46	9.1%
\$250 Property Tax Deduction for senior citizens and surviving spouses with an income under \$10,000 a year	9	1.8%
State Homestead Benefit	132	26.1%
State Property Tax Reimbursement Freeze	58	11.5%
I do not participate in any public benefit programs	176	34.8%
Other, please specify: (Common themes)	17	3.4%
PAAD		
Freeze		
Social Security		

Thank you for participating!